User Manual

Version 10.2.19.5



DANE-ELEC

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2 Overview

2.1 Introduction

Congratulations on your my-Ditto purchase. my-Ditto is an innovative and powerful, yet easy to-use home and office network storage server. It gives you total freedom to securely access your digital files — anytime, anywhere.

Technology at a Glance

my-Ditto employs an advanced networking technology that frees users from needing any technical knowledge to operate the device.

By leveraging technology used in enterprise and security applications, the developers of my-Ditto have implemented various approaches to overcome the NAT (Network Address Translation) traversal problem that prevents a user from connecting to their computer from outside their network. Both powerful and reliable, the inner algorithm facilitates peer-to-peer communication, compression and natural encryption. Using effective data transmission also enables the smooth streaming of audio and video to your mobile devices.

2.2 Specifications

Maximum Storage Capacity	2 x 2TB (Accessible capacity may be less)
Standards	10/100/1000 Mbps
	IEEE 802.3 10Base-T Ethernet, IEEE 802.3u 100Base-TX Fast Ethernet, IEEE 802.3ab 1000Base-T Gigabit Ethernet
Protocols in Use	Samba (SMB); my-Ditto proprietary
Supported USB File Systems	NTFS (read only), FAT, EXT
Interfaces	1 x 10/100/1000 Gigabit Ethernet Port
	2 x USB 2.0 ports
Hard Drives	3.5” Internal SATA 1 or 2 Hard Drive
Networking Protocols	Samba (SMB); my-Ditto proprietary
Multimedia Protocols	Complies with UPnP, DLNA 1.5, iTunes®

Physical Dimensions	Width: 3.31” 77mm
	Depth: 6.49” 165mm
	Length: 7.48” 190mm
	Weight: 2.62lbs 1.19 Kg (not including hard disks)
Power	DC 12V, 5A

2.3 Environmental Specifications

Operating Temperature	0°~40° C / 32°~104° F
Humidity	10% - 90% (non-condensing)

2.4 Product Use Requirements

Ethernet router (or Internet box) with at least one available port

Broadband internet connection (for remote access use)

2.5 Product Compatibility

Computer Operating Systems:

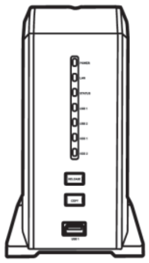
- Windows® 7, Windows Vista® ™, Windows® XP
- Macintosh® OS X 10.6 or higher (Intel architecture)
- Linux®, Ubuntu® 10.4 LTS

Mobile Handheld Operating Systems:

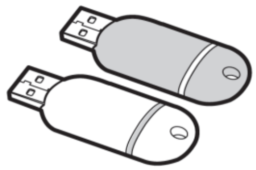
- iPad®/iPhone®/iPod Touch® iOS 3.1 or higher
- Android® 2.1 and higher

3 Getting acquainted with my-Ditto

3.1 Package Contents

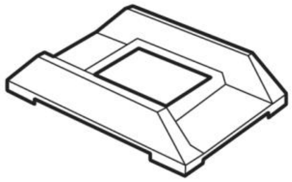


my-Ditto

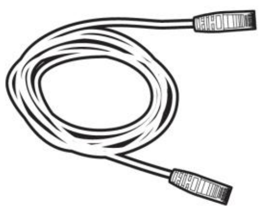


2 my-Ditto keys

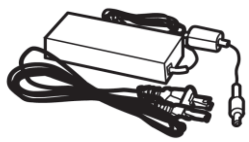
(1 master/administrator key (gray) & 1 standard/user key (white))*



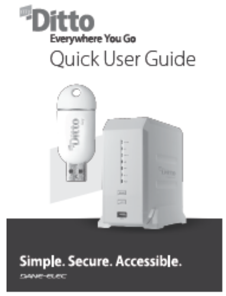
Detachable stand (plastic pads)



Ethernet cable



External power supply



Quick User Guide

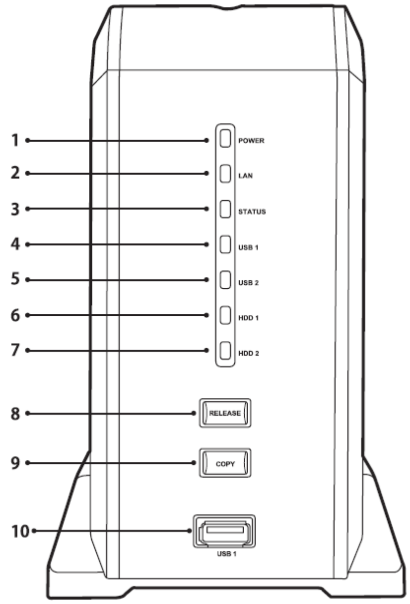
** While both my-Ditto keys function in the same way, the master key has additional administrator privileges. Additional my-Ditto keys can be purchased separately from retail outlets that carry my-Ditto (please check the section "where to buy" on www.my-Ditto.com).*

Find more information about my-Ditto keys on section 7, Managing my-Ditto Keys, on page62.

3.2 Product View

3.2.1 Front view

LED Indicators



1. Power
2. LAN
3. Status
4. USB1
5. USB2
6. Hard Disk1
7. Hard Disk2

8. Release (button) my-Ditto shut down*

9. Copy (button) (1) Key authentication

(2) Copy content of external USB device

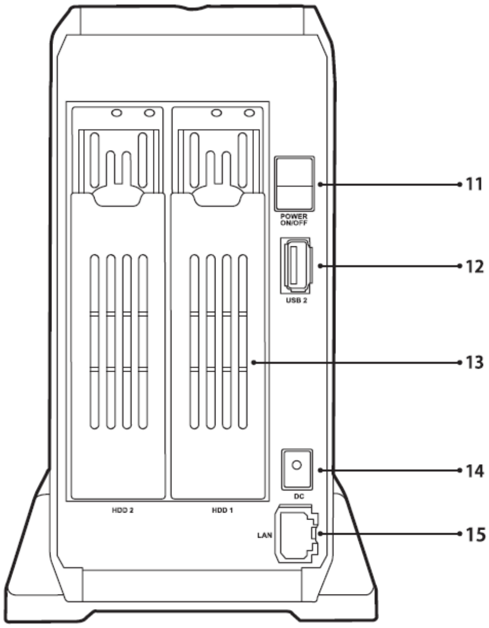
8+9. Release (button) and Copy (button) Deactivate master key**

10. USB1 (port) for my-Ditto key authentication

** Pressing the release button until the first beep shuts down my-Ditto. Then my-Ditto can be safely switched off.*

*** Pressing the release and copy buttons until hearing the first beep deactivates the master key without erasing anything from the hard disk drive (in the event of a lost master key). For more information, refer to section 7.6, Lost Master Key, on page 65.*

3.2.2 Back View

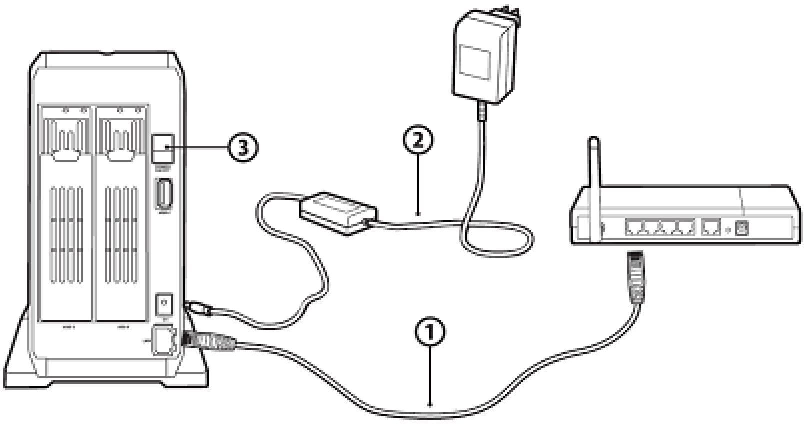


11. Power switch	turns my-Ditto On/off
12. USB2 (port)	to be used with external USB storage devices: 1. For single-touch copy, see section 10.2 Single-touch Copy on page 80. 2. connecting an external USB drive, see section 10.3 Connect External Hard Drive on page 81.
13. Hard Disk Drawers	House the hard disk drives*
14. Power Supply	Connects my-Ditto to its power adaptor and the power source
15. Ethernet Port	Connects my-Ditto to a local network (router or ISP box)

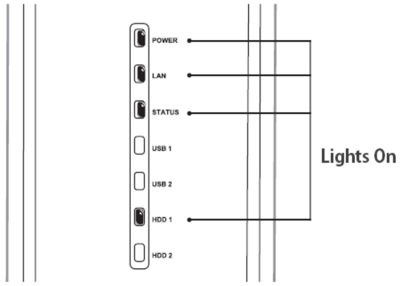
** For information on how to replace or add a hard disk drive, see section 12, Installing Hard Disk Drives, on page85.*

4 Getting started

4.1 Installing my-Ditto



1. Connect the Ethernet cable from my-Ditto to your router (or ISP box)
2. Connect to the Power Supply
3. Switch the Power Button to On



***Note**: Before you start, make sure your router is working and connected to the Internet. Powering up should take approx. 2 minutes. Once completed, the LED indicators will become illuminated, as shown in the above image.*

4.2 To Turn my-Ditto Off

Press the RELEASE button until a beep is heard. All LED indicators will turn off, with the exception of the LAN LED. Now wait an additional 10 seconds and then switch the power button to off on the back of the device.

4.3 my-Ditto Keys

my-Ditto keys enable users to remotely access their network server's files with an easy-to-use USB key. With your my-Ditto key, you will be able to safely access any file from my-Ditto — no matter where you are.



There are 2 types of my-Ditto key holders:

- Standard my-Ditto key holders or users – up to 29 of them.*
- Master my-Ditto key holder or user – one only, as this key contains Administrator privileges.

** For adding new my-Ditto users refer to section 7.2, Adding Additional my-Ditto Users, on page 62.*

Users with a standard my-Ditto key have the ability to:

- Access own private folder, shared folder and any public folder.
- Change own username and password.

A master my-Ditto key contains these additional administrator privileges:

- VIEW all users and their status (without accessing their private and shared folders).
- DELETE users and the contents of their private folders.
- DEACTIVATE users; block a user's key access to my-Ditto.
- EDIT user's passwords.
- EDIT usernames.
- Set the system clock: date & time.
- Format hard disk drives.
- Change my-Ditto and workgroup names.
- Disable/enable media server and iTunes services.

For more details on how to use the administrator functions refer to section 5.12 my-Ditto Application – Settings, on page 37.

4.4 Accessing my-Ditto

4.4.1 Using my-Ditto Key

You can access your files from anywhere with your my-Ditto key. The steps below will show you how to use your my-Ditto key and remotely access your files whenever you need them.

Step 1:

Plug in the master USB key (gray) and wait a few seconds until your computer has identified my-Ditto key.

Step 2:

1. Launch my-Ditto application:
    a. Windows OS – click on my-Ditto.exe (using Windows XP, just click on my-Ditto icon in the autorun box)
    b. Mac OS – click on my-Ditto.app
    c. Linux OS – click on my-Ditto.sh
2. A splash screen will appear for several seconds until the application is up.



3. When a connection has been established, the bottom left "disconnected/connecting" icon will switch to green.

Step 3:

1. Enter your username:*
    a. 1-31 characters:
    b. Letters, digits, underscore (_) and hyphen (-)
    c. No spaces
    d. Case **insensitive**
    e. Letters with accents, for example: é, è, ë, ï are not allowed

2. Enter your password:
    a. 1-20 characters
    b. Letters, digits and the following symbols: !, @, #, $, %, ^, &, *, (,)
    c. No spaces
    d. Case **sensitive**
3. Enter your Email address (optional):**
    a. Valid Email address

** Usernames are stored and remembered for future use*

***Email address is used in order to activate your mobile application*

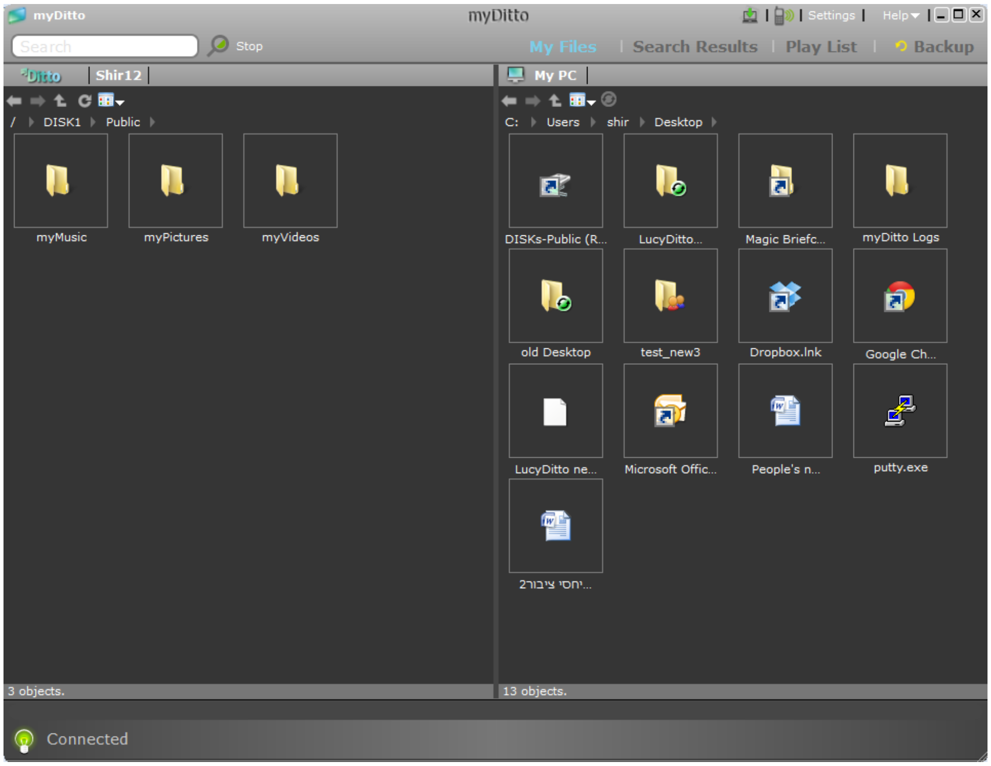


Once you have completed this simple authentication process, a private folder will be created in my-Ditto bearing the username.

> ***Note**: Changing usernames and passwords can be done from the menu settings in my-Ditto application.*

Step 4:

The right-side view shows your computer's directories, while the left side view shows my-Ditto. Now you can store, backup and access your data by dragging & dropping files or folders from anywhere in your computer to my-Ditto, and vice versa.



> ***Note**: In order to access a computer remotely, it must either be connected to the Internet or to the same local network as my-Ditto.*

4.4.2 Access from a Mobile Device

my-Ditto is also accessible from a large variety of mobile devices. In order to enjoy access to my-Ditto from your mobile device, my-Ditto mobile application must be installed and your Email must be verified.

Verify Email address:

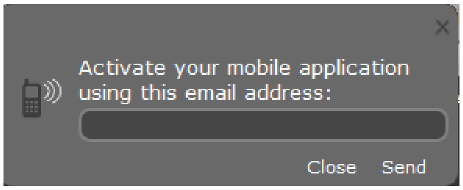
If a valid Email address been entered at first registration:

1. An automatic approval message will be sent to the email address.
2. After confirming the message you are ready to access the mobile application.

Otherwise:

1. Click on the top right phone icon.
2. Enter a valid Email address and click send.
3. An automatic approval message will be sent to the email address.
4. After confirming the message you are ready to access the mobile application.





Then, in order to register your mobile phone, you have to install my-Ditto mobile application:

For iPad/iPhone/iPod Touch:

1. Go to the *Apple App Store*.
2. Search for my-*Ditto* application.
3. Install and launch the application.
4. Enter your Email address and password then click *Log In*.

For Android:

1. Go to the *Android Market*.
2. Search for my-*Ditto application*.
3. Install it and launch the application.
4. Enter your Email address and click *ok*.
5. Enter your Password and click *ok*.

Note: *The mobile application version and my-Ditto version must be the same. Before downloading the new mobile application, make sure your my-Ditto is up to date.*
For more information, refer to section 8 System updates*, on page 66.*

4.4.3 Access Directly from the Local Area Network

There is an alternative way to access my-Ditto once it has been connected to the network. Any computer or device connected to your home or office network will now recognize my-Ditto as an additional network or workgroup computer.

At this stage, my-Ditto will contain a single folder named *Public*. If you are using both hard disk drives, each one will receive its own Public folder.

As users register, additional private (password-protected) folders will be added and can be identified by their username.

Shared folders created by users will also be displayed using their alias. Only authorized users will be able to access them.

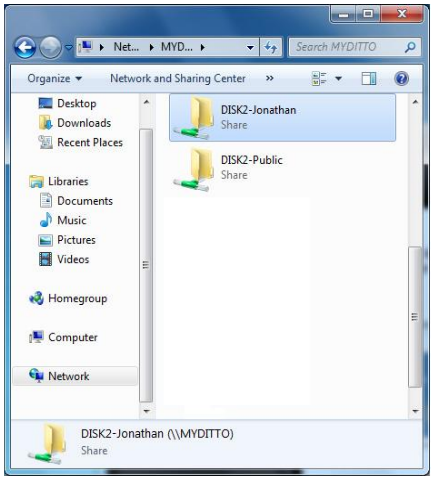
How?

There are two ways to access my-Ditto folders directly within the local network:

1. Use the access button (or Mount on Mac OSX) located in the Network/Backup tab in the settings configuration window.
   Refer to 5.12 my-Ditto Application – Settings page 37 for more details.
2. Find my-Ditto on the different operating systems:

Windows:

- XP : My Computer → My Network Places → View workgroup computers
- Vista : Control Panel → Network Center
- 7 : Computer → Network



Note: *Windows usually saves the last user's login information, and as a result may not allow new users to login to their private folders (from the same computer) without disconnecting the previous session first. To disconnect the previous session, go to Tools → Disconnect Network Drive → select \\my-Ditto server name (default is my-Ditto); press return and click ok.*

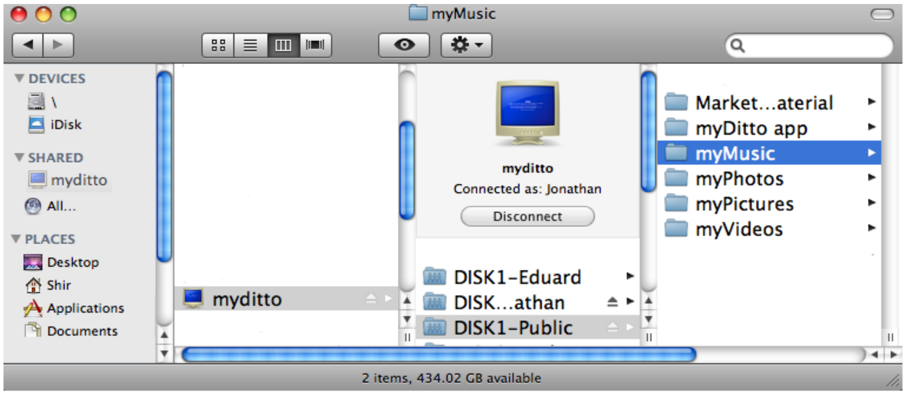
Now Windows will accept a new password.

Note: *You can also access my-Ditto server from:*

Start → Run → type: \\my-Ditto server name (default is my-Ditto); press return.

Mac:

Go → Computer → SHARED



Note: *Mac OS X usually saves the last user's login information and as a result, may not allow new users to login without disconnecting the previous session first. In order to login as a different user, select my-Ditto computer, and click on:*

Connect as → Enter your username and password and click Connect.

> ***Note**: Another solution is to use the Finder. Click Go and "Connect to server." Then input my-Ditto server's name (default my-Ditto)*
>
> *IE: smb://myditto*
>
> *Connect as → Enter your username and password and click Connect.*

Linux Ubuntu/Fedora/Redhat:

Go to Places → Network

5 my-Ditto Application

5.1 Introduction

My-Ditto application is stored on every my-Ditto key. It has been specifically designed with a very simple and intuitive interface for managing and accessing your digital files, within your network or outside of it.

A similar version of this application can be downloaded and installed on mobile phones, giving you the freedom to access my-Ditto from anywhere in the world.

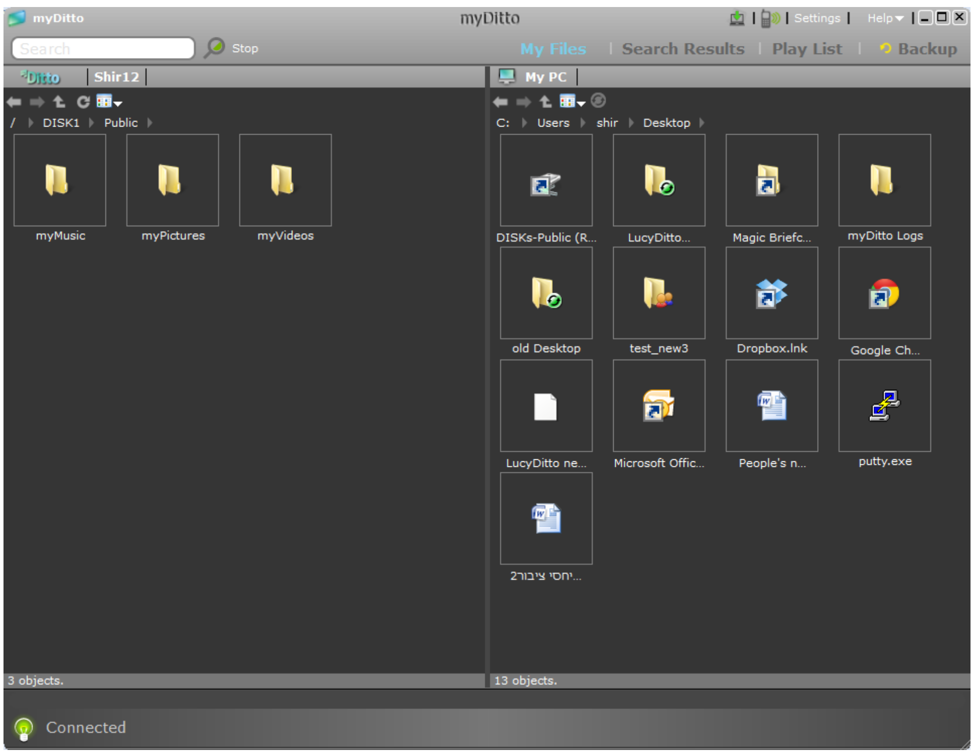
Note: some of the functions are not available if there is no active internal disk in the system (system with only attached external disk).

5.2 my-Ditto Application - Main Page

The application's main page is divided into two displays:

- *Remote* (left side), which shows my-Ditto files and folders.
- *Local* (right side), which shows your local computer.

Most of the file interaction happens between these two panels.

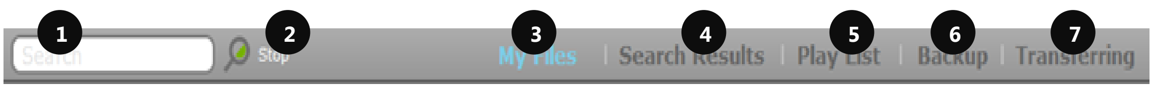


5.2.1 Top Menu Bar



1. **my-Ditto name** – the default given name is “my-Ditto.”
2. **Install Desktop Client** (available only on local network) - Refer to 5.8, my-Ditto Application – Desktop Client, on page 37 for more details.
3. **Email Address for Mobile Access** – enables mobile phone access to my-Ditto. Refer to 4.4.2, Access from a Mobile Device, on page 15 for more details.
4. **Settings** – opens the application settings window. Refer to section 5.12, my-Ditto Application – Settings, on page 37, for more information.
5. **Help** – opens *my-Ditto website or log file*.
6. **Application Window Buttons** - Minimize, Maximize, and Close (before removing my-Ditto key from the computer, close the application by clicking the ‘x’ button).

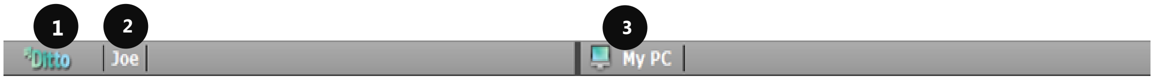
5.2.2 My Files / Search Bar



1. **Search Bar** – where search queries are entered; i.e. files names to be searched for.
2. **Search Button** – executes the search request. Pressing the return key will do the same.
3. **My Files** – current view showing my-Ditto files and folders on the main page.
4. **Search Results** – displays all files found by the search query.
5. **Play List** – display songs that have been recently played. Enables the user to create customized playlists. Refer to section 5.5.2, my-Ditto Application – Play List, on page 30 for more details.
6. **Backup status** - reports the status of the backup. Refer to chapter 5, section 5.4 my-Ditto Application – Automated File Backup on Page 25 for more details.
7. **Transferring status** - Shows the transfer rate and the jobs queue (appears when there are items to transfer).

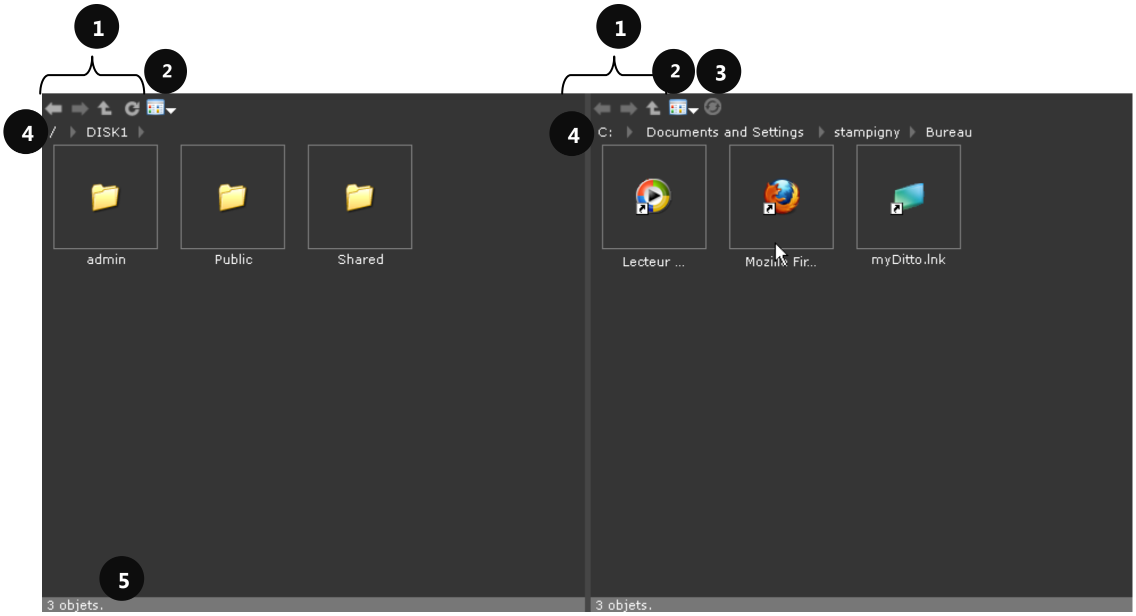
5.2.3 Remote / Local Views

Header



1. **Remote View –** my-Ditto's content
2. **Username –** username of the connected user (you)
3. **Local View –** local computer content

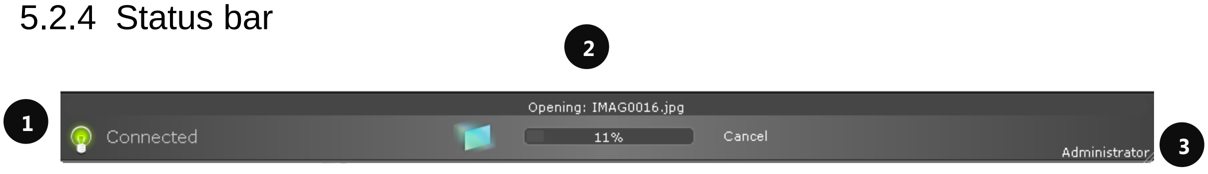
Files View



1. **Navigation Commands** – Back, Forward, Parent folder, Refresh folder.
2. **View Change**- shows all viewing options:
   a. Details
   b. Icons
   c. List
   d. Thumbnail
3. **Backup Icon** – Add or remove files and folders from backup. Refer to section 5.4 my-Ditto Application – Automated File Backup on page 25 for more details.
4. **Folder Path** – shows the full path of a displayed folder.

5. **Objects in Folder** – sum of files and folders at the current viewed folder (local/remote).

5.2.4 Status bar



1. **Connection Status** – Connected/Disconnected/Connecting status between the client and my-Ditto.
2. **Transfer Status** – shows the completion percentage of a transferring file/folder to/from my-Ditto.
3. **Administrator Status** – displays “administrator” if the current user is the administrator.

5.3 my-Ditto Application – Managing Files & Folders[1]

5.3.1 Overview

When using my-Ditto with one hard disk drive, it will contain three root folders: *Public*, Private (using the current user’s name) and *sharing*.

These folders cannot be deleted or renamed. In addition, new folders cannot be opened and files cannot be placed adjacent to them.

When using my-Ditto with two hard disk drives, two additional root folders will be created: *Disk1* and *Disk2* (when in RAID mode there will be three root folders similar to my-Ditto with one hard disk drive).

Public Folder: Visible and accessible to anyone using my-Ditto application or connecting to my-Ditto within the network. The public folder contains three sub-folders: *myMusic*, *myPhotos* and *myVideos*. The folders were created to help organize media files.

Private Folder: Each user has one private folder bearing their username. Unlike the public folder, a private folder can only be accessed by its owner. Although the Administrator can see all users and their status, he/she cannot access other users’ private folders.

[1] There are no Public, Private and shared folders in case there is no active internal disk in the system (system with only attached external disk).All content is Public.

5.3.2 **Sharing Folders:** Contains all the folders which are shared to/by the current user. Refer to section 5.8.2, How to uninstall?

1. Run the local client you want to uninstall.
2. Press the *Local client* button with the red arrow located on the top menu bar.
3. That is it! The application has been removed



my-Ditto Application – Sharing, on page 34, for more details.

5.3.3 Functions

Open*

- Double-click on the desired file or folder, or
- Use the Ctrl+O keys (Cmd+O for Macs) on your keyboard, or
- Place your cursor on a selected file or folder and right-click on it; then select *open* from the menu list.

** Files will open using existing applications installed on the local computer*

Copy

- Drag a file or folder from anywhere on your local computer and drop it into the desired my-Ditto folder and vice versa, or
- Use the Ctrl+C keys (Cmd+c for Macs) on your keyboard, or
- Place your cursor on a selected file or folder and right-click on it; then select copy from the menu list.

Cut & Paste

- Place your cursor on a selected file or folder and right-click on it; now select the cut function from the menu list, or
- Use the Ctrl+X keys (Cmd+x for Macs) on your keyboard in order to cut the file/folder, then Use the Ctrl+V keys (Cmd+v for Macs) on your keyboard to paste the file/folder, or
- Hold the shift key on your keyboard and drag a file or folder from anywhere on your local computer and drop it into the desired my-Ditto folder and vice versa (Windows OS only).

Move File/Folder to the Recycle Bin (Delete)

- Use the delete key, or

- Place your cursor on a selected file or folder and right-click on it; now select the delete function from the menu list.

> ***Attention**: There is no recycle on my-Ditto server side. The delete function on the remote panel is equivalent to a "permanent delete" (see below).*

Permanent Delete

- Hold the shift key on your keyboard and use the delete key, or
- Hold the shift key on your keyboard and place your cursor on a selected file or folder and right-click on it; now select the delete function from the menu list.

Rename

- Place your cursor on a selected file or folder and right-click on it; now select the rename function from the menu list, or
- Press the F2 key on your keyboard (Windows and Ubuntu OS only).

New Folder

- Point the cursor to the view where you would like a new folder, right-click your mouse and select the new folder function from the menu list, or
- Use the Ctrl+N keys on your keyboard (Windows and Ubuntu OS only).

5.4 my-Ditto Application – Automated File Backup

Couldn't be easier! With a few mouse clicks your network computers will be backed-up.

5.4.1 Backup Service Installation

The installation occurs only once per computer, by using the administrator privilege. Both computer and my-Ditto should be connected to the same network.

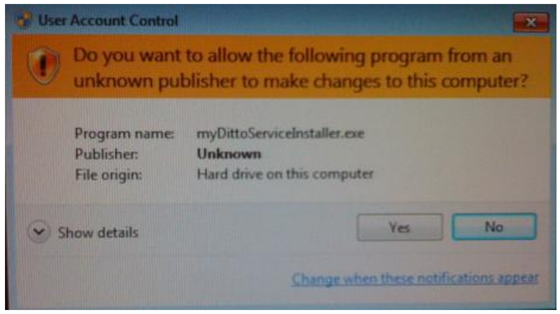
1. Choose files/folders to backup (as clarified under "how to choose files/folders for backup" at next page).
2. Message will appear at the bottom of the screen.

Administrator privilege requiered for backup. X

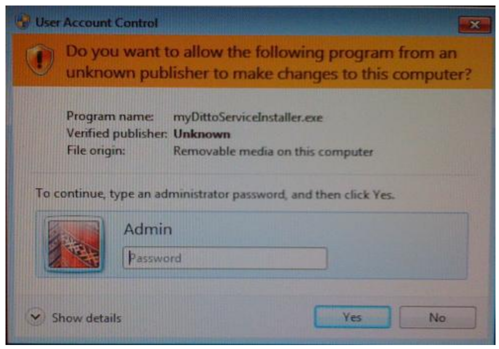
The operating system will pop up a User Account Control message (Win vista and higher or Macintosh), allow the service to run by clicking Yes or by entering the administrator password.

On Win7 and Vista:

If you are the computer's administrator:



Otherwise:



On OSX:



On Windows XP:

Only the computer's administrator can install backup, no message pops up in that case.

5.4.2 How Do I Choose Files/Folders for Backup?

1. Both computer and my-Ditto should be connected to the same local network.
2. Select the files/folders you wish to backup.
3. Click the backup button located above this view , or

4. Place your cursor on a selected file or folder and right-click on it; now select the Add to backup function from the menu list.

    a. All files/folders will now be marked with a green symbol.

    b. Parent folders will be marked with an orange symbol.

Repeat steps 2 and 3 above until you have marked all folders you wish to backup.

Backup will start in a few minutes and the backed up content will be stored under my-Ditto in a folder that holds you username under a folder called: backup.computer_name, e.g. *backup.laptop1.* This folder will be marked with a green mailbox icon.

You can close my-Ditto application now; my-Ditto will check for changes in the backed up files and folders and will <u>automatically</u> update itself every couple of hours.

5.4.3 How Do I Remove Files/Folders from Backup?

In order to remove a file or a folder from the backup list, simply select it and do one of the following:

1. Press the backup button; the backup symbol will disappear (Note: all files and folders located inside this folder will be removed from the backup list).

2. Right click on the mouse and choose: Remove backup.

When removing a file/folder from the backup routine, the file/folder will not be deleted from the backup folder; however it will stop being updated.

5.4.4 Backup Indication

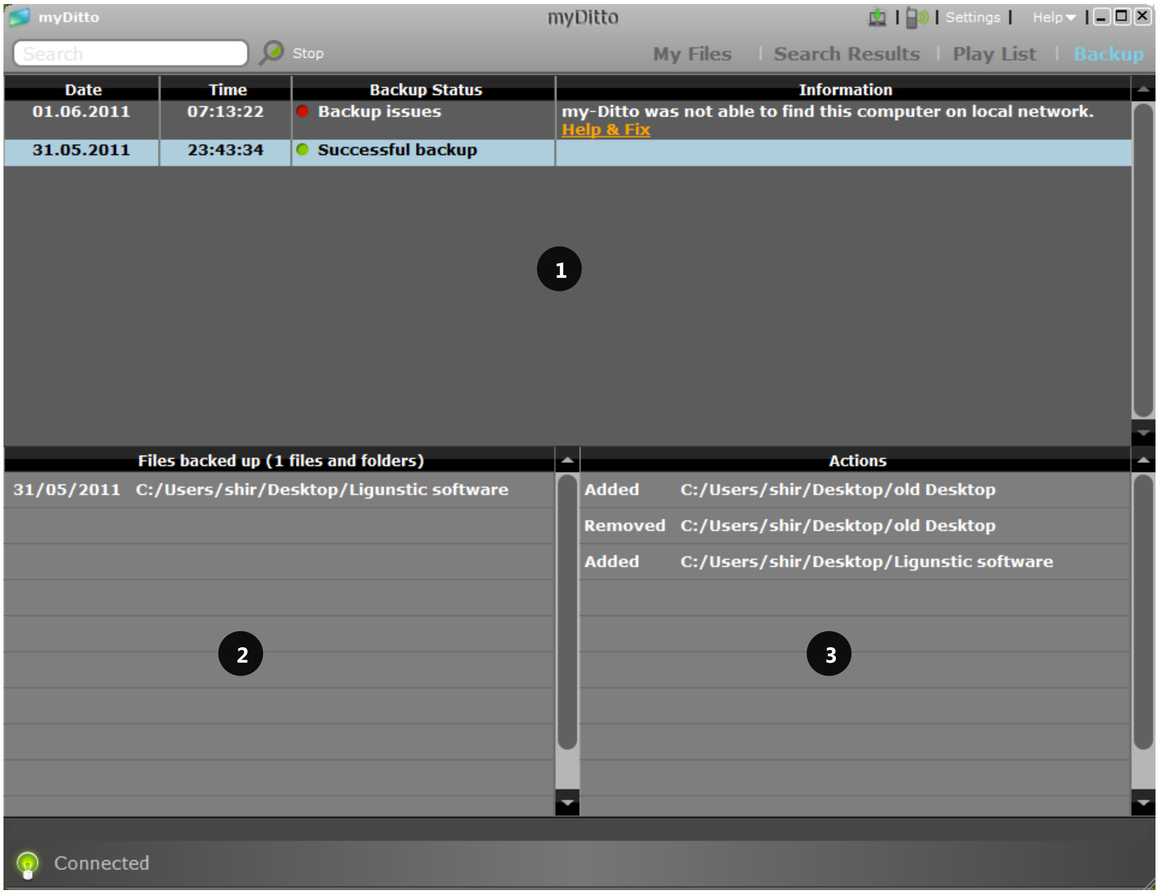
All detailed indication, of the various backup operations carried out in the last 30 days, can be viewed at the backup tab.

Any information regarding the backup appears here, times of the last successful backup, error or problems that occurred.

You always know what has been backed up, when was the last time the backup occurred, and in what degree of success.



5.4.5 Backup tab



1. Backup status table – Indicates what is happening daily as well as for the last 30 days of the backup process.
2. Files in backup – list of all files and folders which are configured to backup from this specific computer.
3. Actions – all actions that occurred on a specific day.

Backup Statuses

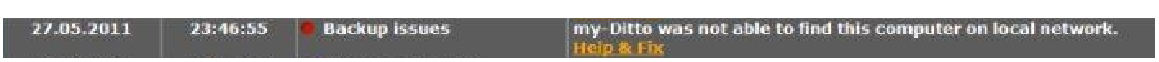
White – backup is not configured.



Green – all items backed up.



Red – an error had occurred.



For more information see 13.5 Backup Troubleshooting page 96.

Performing backup – backup is currently active.

Date	Time	Backup Status	Information
31.05.2011	15:29:28	Performing backup	Backup is configured and active.

Files in backup

Here you can see all the items that are at the backup procedure from this specific computer.

Files backed up (1 files and folders)
31/05/2011 C:/Users/shir/Desktop/Ligunstic software

Actions

Here you can see the items you added and removed from backup on a specific day. In order to pick a day, just click on one of the days on the Backup status table.

Actions	
Added	C:/Users/shir/Desktop/old Desktop
Removed	C:/Users/shir/Desktop/old Desktop
Added	C:/Users/shir/Desktop/Ligunstic software

***Note:** The backup utility supports compatible Mac and Windows operating systems installed on Mac and PC platforms only*

5.4.6 How to uninstall the backup process*?

1. Go to the Network/Backup tab under the Settings, *for more details refer to 5.12* my-Ditto Application – Settings *page 37.*

2. Click on **uninstall backup** button.

*Requires administrator privilege.

When stopping the backup routine, the existing file/folder will not be deleted from the backup folder; however it will stop being updated.

5.5 my-Ditto Application – Music Streaming

Stream and listen to your favorite songs from anywhere in the world.

5.5.1 How?

1. Go to the Play List tab.



2. Pick a song from the library, or from one of the play lists (learn more about creating a play list on next page).
3. Double click on one of the songs.
4. The song will start to play.
5. The next song in the list will start after the current song ends.
6. You can navigate in between the songs with the back/forward arrows that are located at the bottom right side of the application.



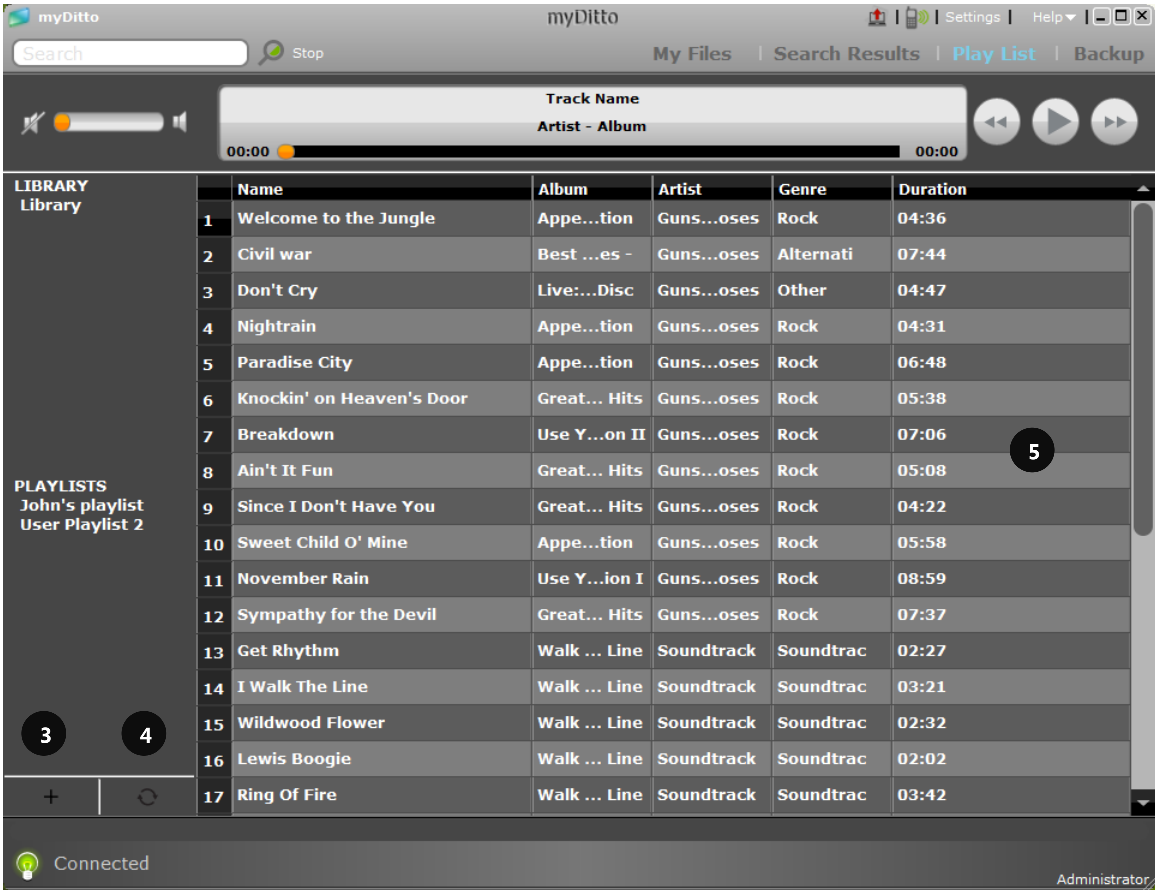
7. All mp3 files, stored in myMusic* will appear under Library.

* The songs shown are those that are stored in myMusic on Disk 1. If the disks are using a RAID, all songs under myMusic will appear.

Note: *Music streaming is supported only on Mac and Windows operating systems.*

5.5.2 my-Ditto Application – Play List

Make yourself a Play List of your favorite music, or use your entire music library and listen to the music you love anywhere in the world.



1. Library – main folder, clicking on it will show you all mp3 files which are found under your myMusic* folder.
2. Playlists – list of play lists of all my-Ditto users. Click on one of them will show you its content.
3. Add playlist – creates a new playlist.
4. Sync now – sync music from myMusic folder.
5. Song list – here you will see the mp3 files.
   Note: Deleting one of the songs here will delete it from my-Ditto.

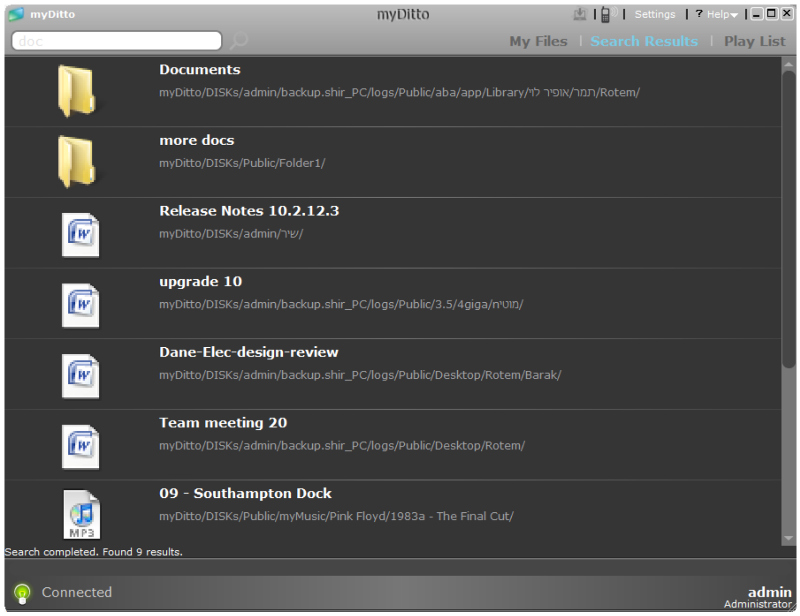
How to create a new playlist?

1. Click on the + (add playlist) button, or
2. Right click on one of the existing playlists or the playlists title and choose *add n*ew.
3. Type the name of your play list.
4. Select mp3 files you want to add the playlist from the library or from other playlist.
5. Place your cursor on the selected mp3 files and right-click; now select *Add to play list* from the list.
6. A play list been made and you can see it on the left side under the PLAYLISTS.
7. Double click on the desired list name.
8. Select the first song you would like to hear.
9. The next song in the list will start after the current song ends.
10. You can navigate in between the songs with the back/forward arrows that are located at the bottom right side of the application.

5.5.3 How to delete a playlist?

1. Right click on the playlist name.
2. Chose the *delete* option from the pop-up menu.

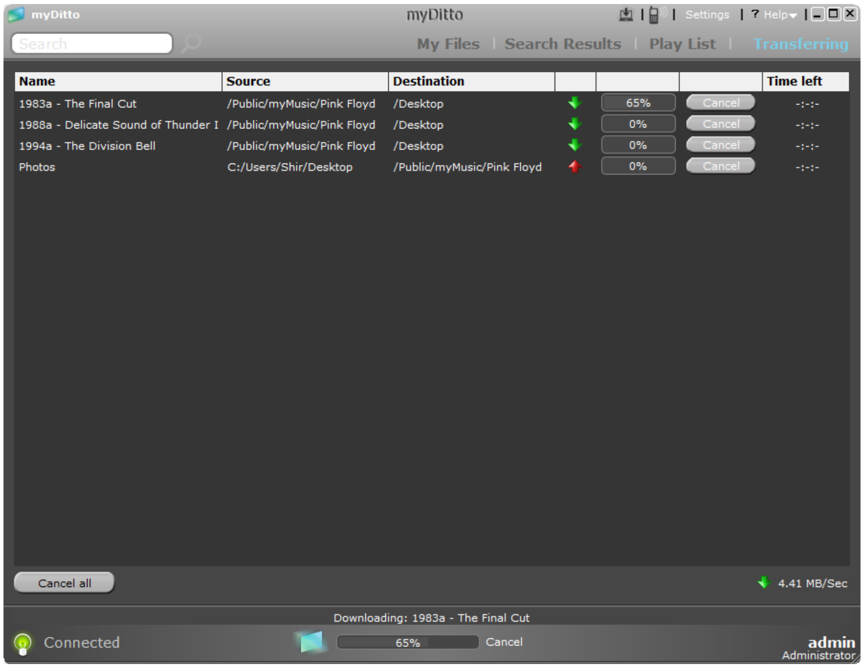
5.6 my-Ditto Application – Search



Search for any file located on my-Ditto by typing a word or string that is part of the file name.

- The *search* function is performed on *Public* and *Private* folders and on both hard disk drives (if two are being used).
- Search words are **not** case sensitive.
- Results appear in a separate view entitled *Search Results.*
- Files can be opened directly from the *Search Results* view.
- In order to return to the *Main* view, click on *My Files* located to the left of the *Search Results.*

5.7 my-Ditto Application – File Transfer View



Transferring files from *your local com*puter to my-Ditto, or back, via a simple copy & paste function or using the drag & drop feature, can be viewed in two locations:

Current File Transfer View – shows the percentage of the current file/folder being transferred to/from my-Ditto. The user may choose to cancel the transfer by clicking on the *cancel* button.

File Transfer View – displays all pending files/folders and those being transferred to/from my-Ditto. This view is enabled only when one or more files/folders are being transferred. The user may choose to cancel the transfer of one or more of the files by clicking the *cancel* button adjacent to the selected file, or to cancel all the transfers of the files/folders that exist in the File transfer view by clicking on the *cancel all* button at the bottom left of the application.

5.8 my-Ditto Application – Desktop Client

As an alternative to using your my-Ditto Key at home, office or anywhere in the world, quickly and easily download the desktop client and enjoy the same features and benefits.

5.8.1 How to install?

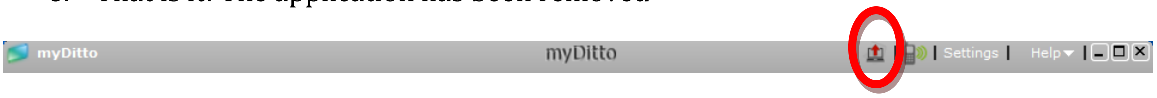
1. Press the *Desktop client* button located on the top menu bar.



2. Wait a few seconds until the installation completes; a my-Ditto shortcut to the client application will be created on your desktop (dock at Mac).

5.8.2 How to uninstall?

4. Run the local client you want to uninstall.
5. Press the *Local client* button with the red arrow located on the top menu bar.
6. That is it! The application has been removed



5.9 my-Ditto Application – Sharing[2]

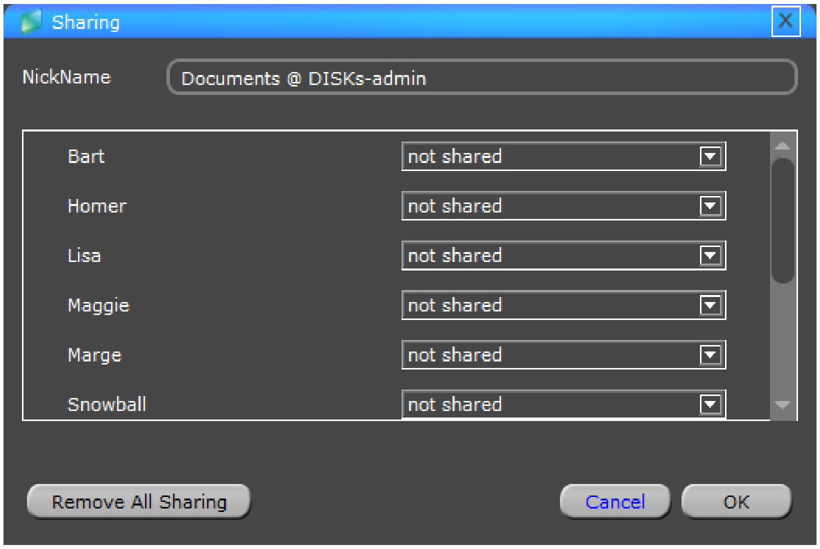
Easily and simply share your private folders with other users while keeping control of content.

5.9.1 How?

1. Choose a folder that is located under your Private folder.

2. Place your cursor over the selected folder and right-click on it, then select Share... from the menu list.

3. A small configuration screen will appear.



4. By default a unique Nickname will be given to the shared folder, you can change it to any name as long as this name is unique to my-Ditto.

[2] This Function is not available in case there is no active internal disk in the system (system with only attached external disk).

5. In order to share a folder with a user simply change the permission from “not shared” to “read-only” or “read/write” permission.

6. Now you can approve the creation of the shared folder by clicking on the **OK** button.

A new folder will be created under the Shared folder, both on the original owner’s folder and in the user’s shared folder.

The new shared folder will be marked with an icon on the owner’s end  (both on the private and shared folders).

Now your folder is shared with other users.

If the user has “read/write" permission, each change made on the files and folders in the shared folder will take place under both the original folder and the private folder.

5.9.2 What Else?

Remove a User from a shared folder

1. Place your cursor on the existing shared folder and right-click on it; then select “*Share…*” from the menu list.

2. A small configuration screen will be displayed.

3. Change the user permission to “not shared” and confirm by clicking the **OK** button.

4. The folder will be deleted from the “shared” folder for the removed user.

Add a user to a shared folder

1. Place your cursor on the existing shared folder and right-click on it; then select “*Share…*” from the menu list.

2. A small configuration screen will be displayed.

3. Changes the user permission to “read” or “read-write” and confirm by clicking the **OK** button.

4. A folder will be added to the “shared” folder of the added user.

Stop sharing a folder

1. Place your cursor on the existent shared folder and right-click on it; then select “*Share…*” from the menu list.

2. A small configuration screen will be displayed.

3. Click on the **remove all sharing** button.

4. Confirm the action by clicking the **OK** button.

Changing Permissions

1. Place your cursor on the existing shared folder and right click on it; then select "*Share…*" from the menu list.

2. A small configuration screen will be displayed.

3. Change the user's permission.

4. Confirm the action by clicking the **OK** button.

5.10 my-Ditto Application – Save to Remote

The "Save to Remote" function allows you to edit your files and save them directly on your my-Ditto.

5.10.1 How?

1. Open a file from the Remote view.
2. Make your desired adjustment.
3. Save the file.
4. The modified file has been automatically uploaded to my-Ditto, so it's updated with your latest changes.

5.11 my-Ditto Application – Disconnect Idle Client

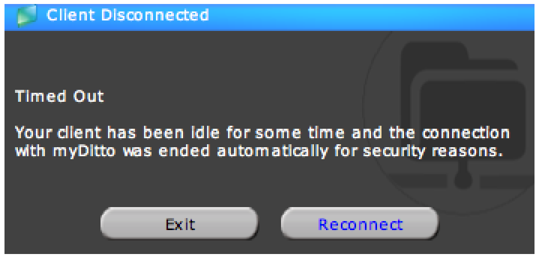
In order to secure access to my-Ditto, the application causes an idle client to disconnect from my-Ditto after a timeout period of an hour.

5.11.1 How?

1. Clients who have not performed any action in the application for an hour will get a message at the end of that hour that they will be automatically disconnected.
2. If the client chooses the "Disconnect Now" option – the application shuts down; if he/she chooses "Don't Disconnect" – the client will stay connected and he/she will be able to continue working as usual.



3. If no choice has been made within 2 minutes the client will disconnect from my-Ditto. In order to reconnect the user will need to choose to "Reconnect" and then re-enter his/her password.



5.12 my-Ditto Application – Settings



My-Ditto Settings page allows users to obtain information about my-Ditto's current status, such as: the list of authenticated users, available space on the disk drive(s), etc. In addition, this page allows you to modify parameters.

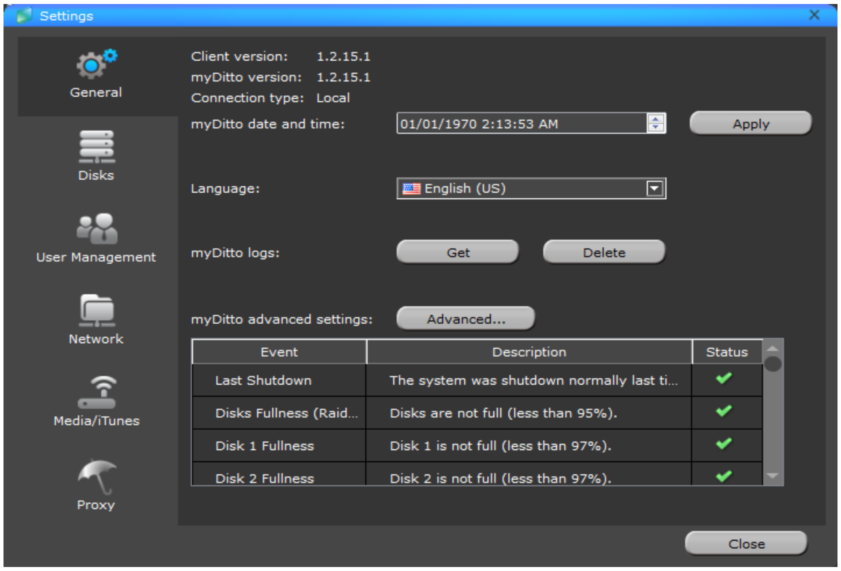
While standard key users can't see another user's activity and are only able to change their own username and password, the master key holder has full control to modify my-Ditto's settings, to change passwords, rename or delete users from the system, enable functions and to make configuration changes.

***Note**: Most of the setting operations require a few seconds to update my-Ditto server; during this time do not switch Off my-Ditto server.*

General

Provides the following functions and information:

- my-Ditto client version.
- my-Ditto version.
- Connection type: Local (within the network), UDP or Relay.
- Date and Time window: sets the correct date and time for your time zone, ensuring that file upload date and time stamps are accurate (apply changes can be done only by the administrator or master key holder).
- Language: allows you change the language used in the application.
- Access the *advanced settings* web interface: The web interface contains parameters that can configured manually (*For more details on advanced settings refer to section* 5.13, my-Ditto Application – Advanced Settings*, on page 43).*
- Get and Delete my-Ditto logs: get or delete both Client and my-Ditto logs (Get and Delete my-Ditto logs can be done only by the administrator or *master key* holder).
- System status information: indicates the state of your my-Ditto.



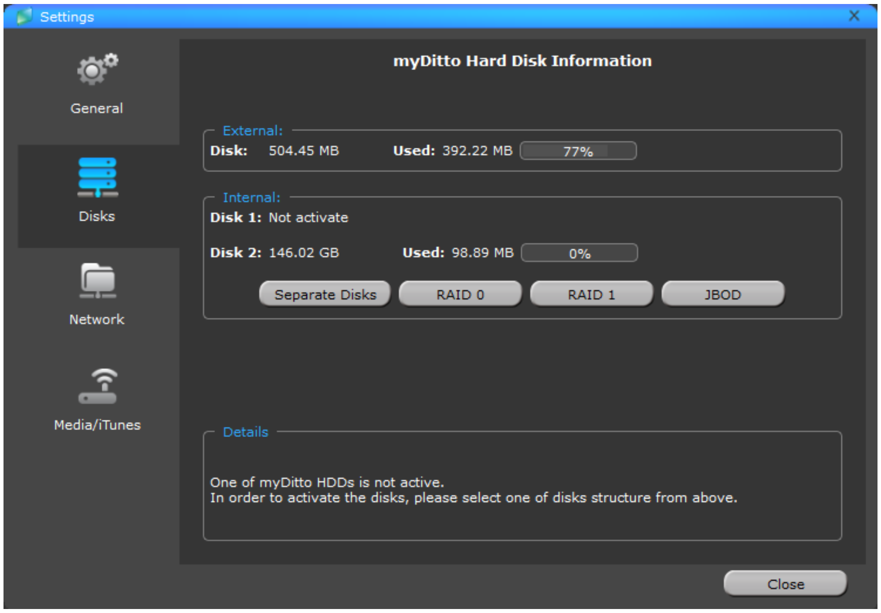
Disks

Display the capacity information of the installed hard disk drives and the external hard drive (if attached).

Unplug button - ensures the detachment of the external hard drive, refer to 10.3.1 for more information.

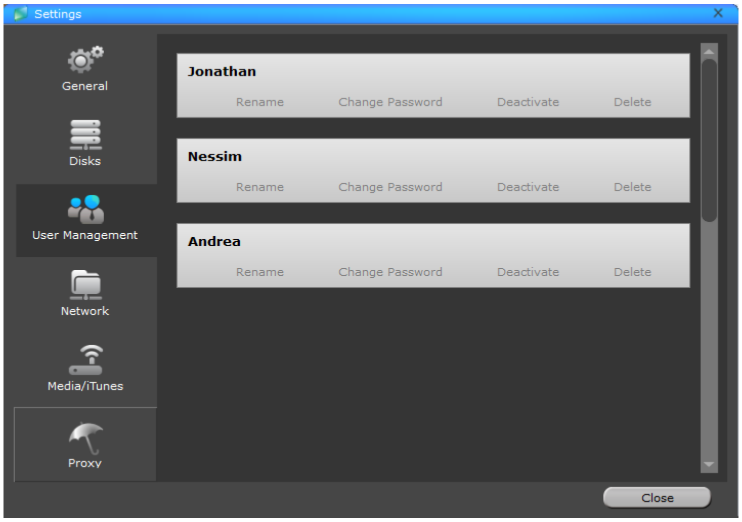
If there are two internal drives then you can change the disks structure.

Note: **This will erase all the data!**



User Management

Main view – standard key holders are able to *Rename* and *Change* their password, but not *Deactivate* or *Delete* accounts.



<u>*Rename — Changing a User's Name*</u>

- Usernames must be between 1-31 characters.
- Letters, digits, underscore (_) and hyphen (-).
- No spaces.
- Letters with accents, for example: é, è, ë, ï are not allowed.
- Case insensitive.

- The user's *Private* folder name immediately changes to the new username.



Change Password

- Each password must consist of 1-20 characters.
- Letters, digits or one of the following symbols: ! @ # $ % ^ & * ( ).
- No spaces.
- Passwords are case sensitive.



Deactivate — Administrator Only

It is possible to deactivate a user or key without losing any private data. The *deactivation* function will do the following:

- Deactivate a user's key from accessing my-Ditto.
- Deactivate all of the user's mobile devices from accessing my-Ditto.
- Keep original username and password.

Keep the deactivated user's private folder.

The explanation on how to regain access to my-Ditto can be found in *chapter* 7, Managing my-Ditto Keys, on *page* 62.

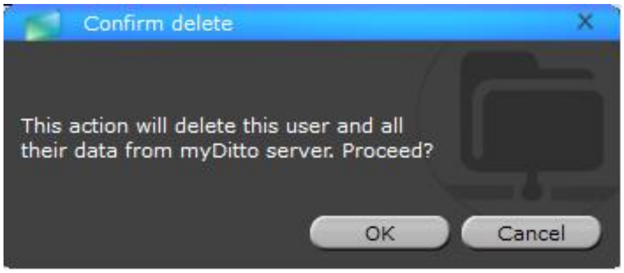


***Note**: If the deactivated user has been connected during the deactivation process, the application will close itself while notifying the user.*

Delete — Administrator Only

Completely deletes the user from the system, including any data that has been stored on my-Ditto.

***Note**: If the administrator is deleted from the system, my-Ditto application will close itself and the next user (key) added to the system will then become administrator.*



Network/Backup

my-Ditto on Explorer (SAMBA)

Allow you direct access to my-Ditto's folders (privates and public).

For more information on how to use, refer to 4.4.3 Access Directly from the Local Area Network page 17.

***Note**: Accessing the private folder requires entering a user password.*

Uninstall Backup

Each user can choose to uninstall the backup service from the computer he works on.

***Note**: my-Ditto will stop backing up the computer; any data stored on the private backup folder will remain as it is now.*

Administrator only

Defines the names of the Workgroups and Servers that appear on the:

- Local Area Network.
- Media players/adapters.
- iTunes application.

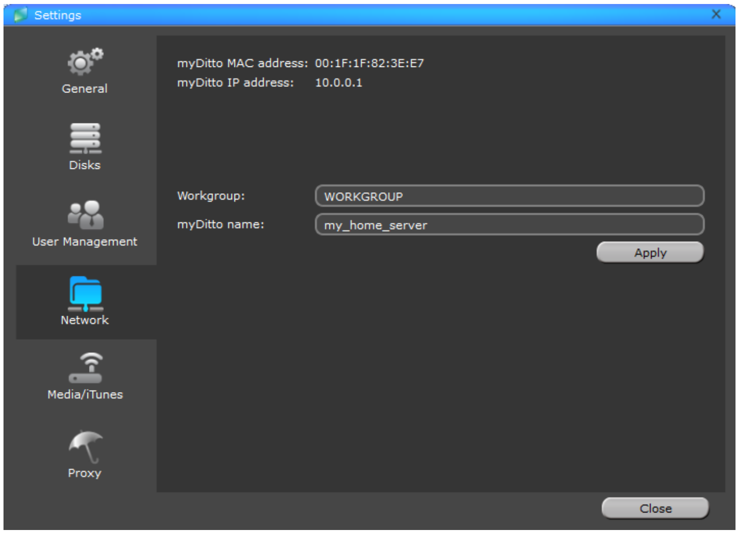
Workgroup

The name of the group containing all computers located on the same network (default = WORKGROUP).

my-Ditto name

The name of my-Ditto as it appears in the network folder (default = my-Ditto).

** In cases where two or more my-Dittos are connected to the same network, it is recommended to name each my-Ditto differently*



Media/iTunes — Administrator only[3]

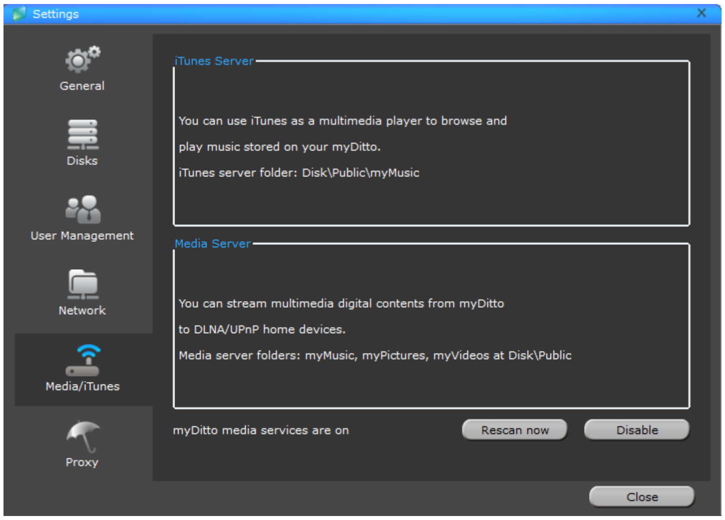
my-Ditto is designed to function as a centralized media hub. It allows photo, music, video and network-connected device streaming, and other PCs on the network.

The Administrator can choose to enable/disable the functionality from this page (default = enabled).

---

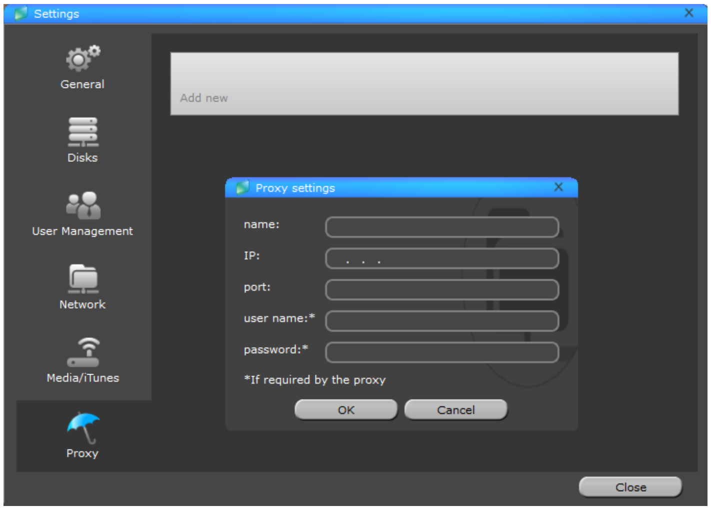
[3] In case there is no active internal disk in the system there are no default folders that hold the music, videos and photos, so the content will not appear.

For more information on how to use my-Ditto multimedia streaming abilities, *refer to chapter* 11,my-Ditto as a Multimedia Hub on *page 83*.



Proxy

Proxy enables the application to run in an enterprise environment secured with a proxy server by entering the proxy server credentials required to get access to the internet.



5.13 my-Ditto Application – Advanced Settings

my-Ditto advanced settings page can be accessed in two ways:

- From my-Ditto settings menu, click on the *Advanced* button **— Administrator Only**.
- By opening a web browser and typing: http:*//[my-Ditto's name]* (default: *http://myDitto*) – from Windows only.

The advanced settings interface can be accessed from within my-Ditto network only, and requires a user name and password (default: admin/1234)



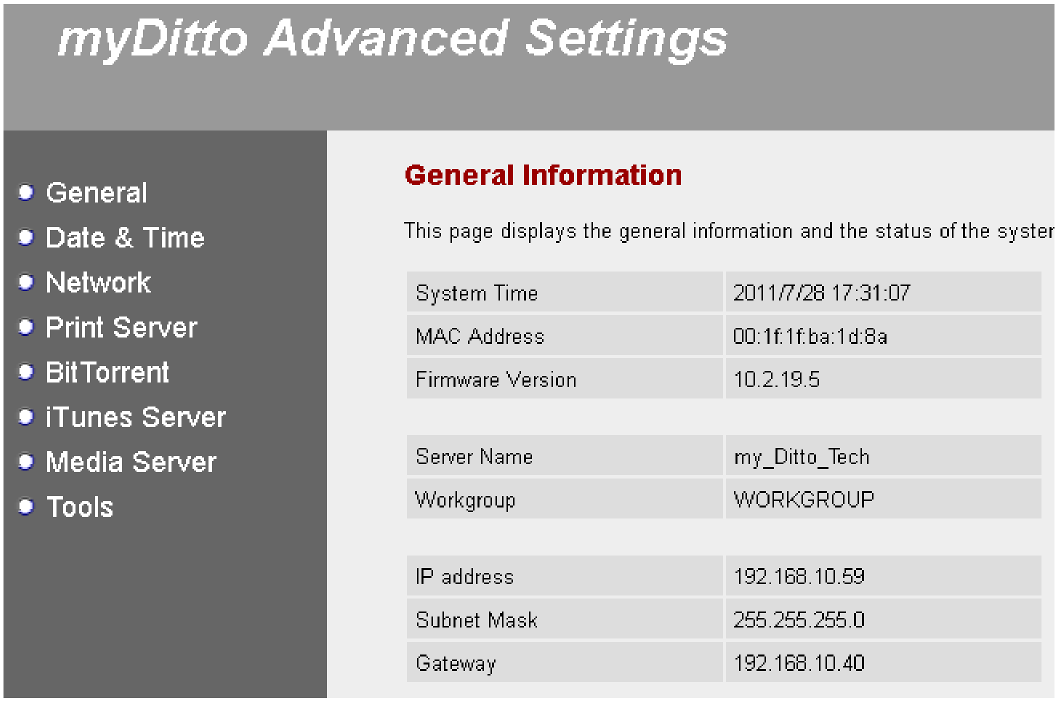
The following menus are available in the advanced settings interface:

1. General
2. Data & Time
3. Network
4. Print Server
5. Bit Torrent
6. iTunes Server
7. Media Server
8. Tools

5.13.1 Advanced Settings – General

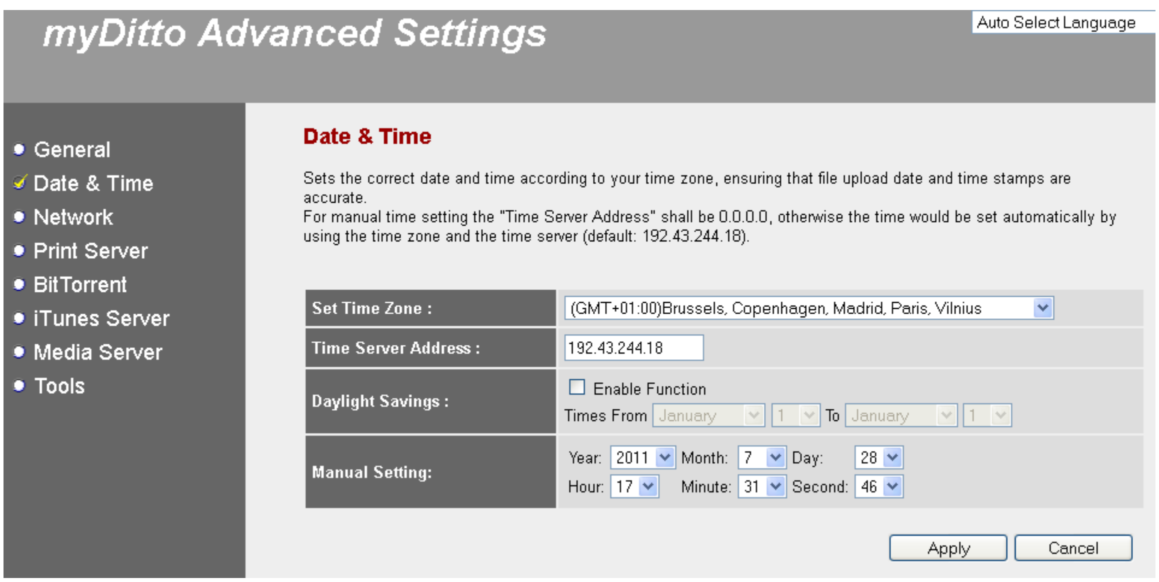
Displays general information about my-Ditto:

- System time, MAC address and Firmware version.
- my-Ditto and WORKGROUP names.
- my-Ditto's IP, subnet mask and gateway .



5.13.2 Advanced Settings – Date & Time

Sets the correct date and time according to your time zone, ensuring that both the file upload date, and the time stamps are accurate.



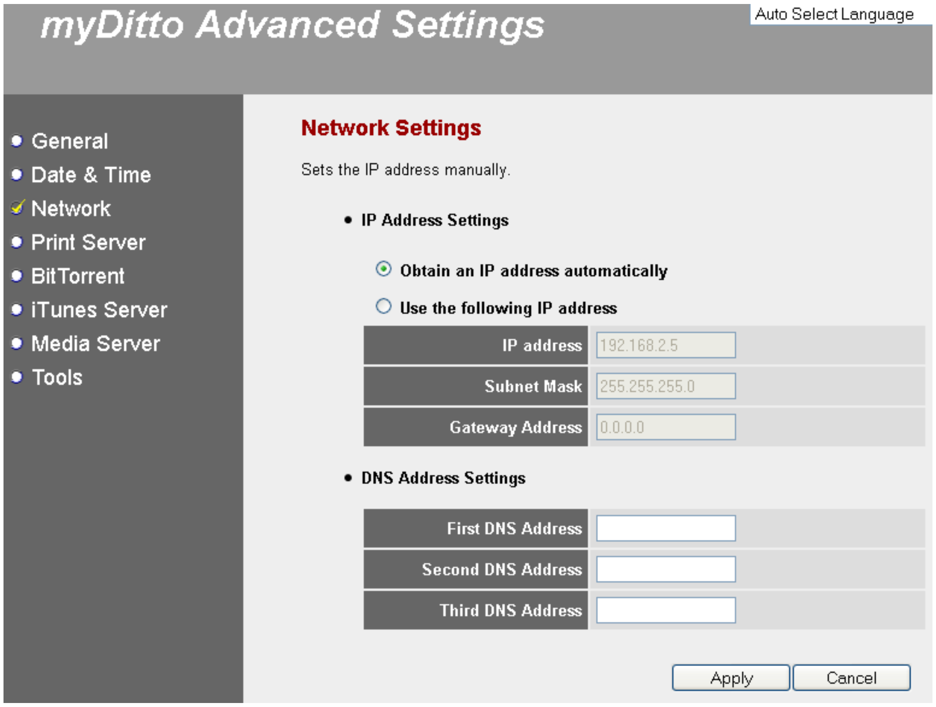
Parameter	Description
Set Time Zone	Select the time zone of the country you live in. my-Ditto will set its time based on your selection.

Time Server Address	You can manually assign the time server address if the default time server does not work.
Daylight Savings	my-Ditto can also take Daylight savings into account. If you wish to use this function, you must check/click the enable box to set up your daylight saving configuration (below).
Times From	Select the date in which you wish to start using daylight saving.
Times to	Select the date in which you wish to stop using daylight saving.
Set System Date and Time	If the time server does not work, you can manually set your system's current date and time here. In order to apply these changes you should type 0.0.0.0 in the Time Server Address field.

Click <Apply> to save your changes.

5.13.3 Advanced Settings – Network

Set the IP address of my-Ditto manually.



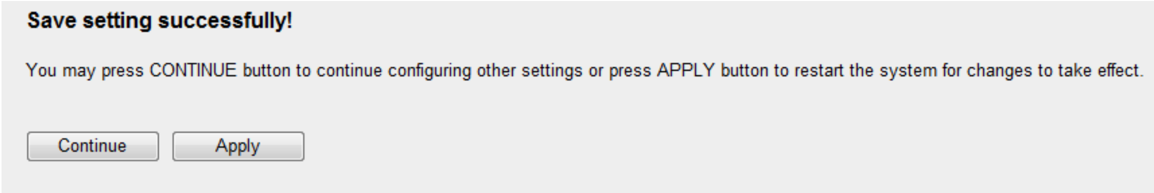
Parameters	Description
Obtain an IP address	The DHCP server is used to manage the IP address of a network. If you have a live DHCP server in your network and want my-Ditto to

automatically	obtain an IP address from it, please select "Obtain an IP address automatically." ***Note****: The IP address obtained from your DHCP server may change from time to time based on your DHCP server settings..*
Use the following IP address	If you want to manually set an IP address on my-Ditto, please select "Use the following IP address" and set the IP Address, Subnet Mask and Gateway Address
IP Address	This is the IP address used by my-Ditto in your network.
Subnet Mask	This is the IP Subnet Mask of your LAN segment.
Gateway Address	The gateway IP address for your network. Normally, it is the LAN IP address of the router (gateway) you are using to access the Internet.

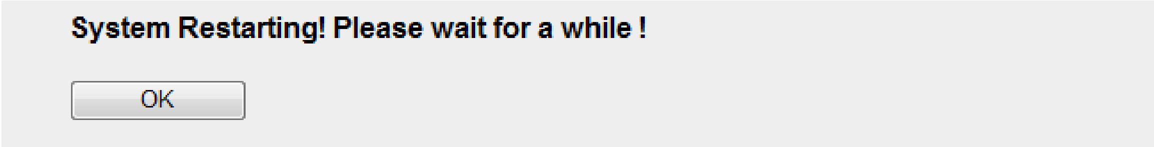
5.13.4 Advanced Settings – Print Server

my-Ditto can become a print server (accepts print jobs and then prints the jobs on the requested printer) by simple few steps, as explained below.

1. Connect your printer to the USB 2 port located on the rear panel
2. Enable the print server service by checking the check box
3. Press on the apply button in order to set the print server

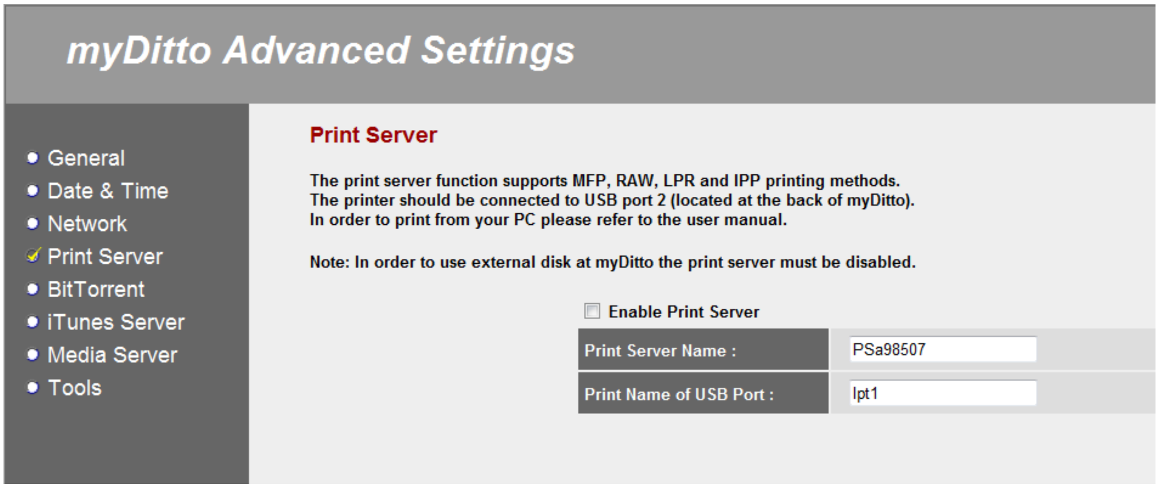


4. my-Ditto will automatically restart itself for changes to take effect.



5. You are done setting my-Ditto as a print server

   Now, in order to start working with the print server, you should configure your printer on your computer within your local network.
   To find more information about how to add new printer, go to *page 100*.



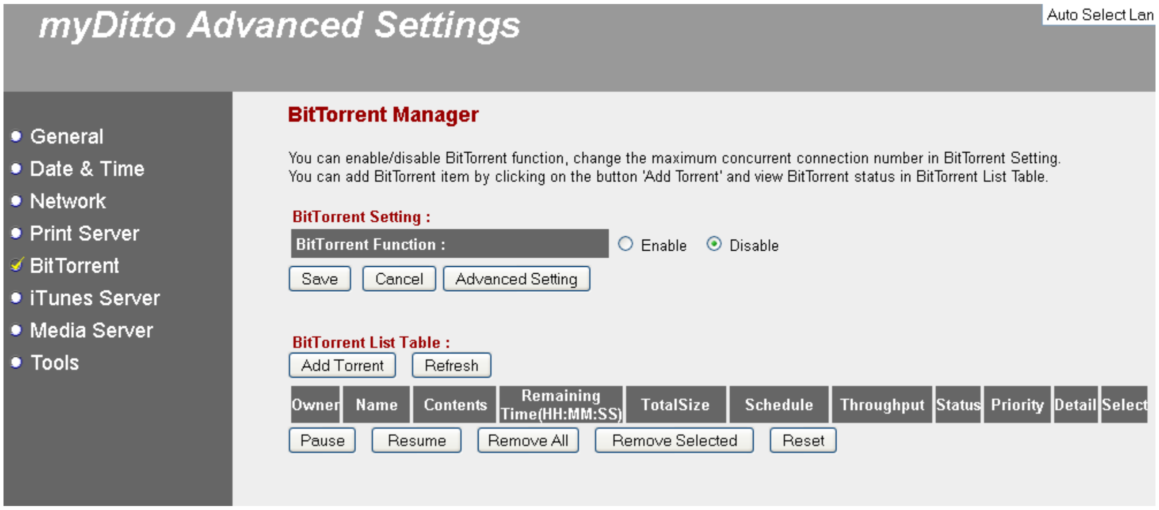
Parameters	Description
Enable Print Server	Enable/Disable the print server service.
Print Server name	Allows you to modify the print server name.
Print name of USB port	Default printer port of the print Server.

5.13.5 Advanced Settings – Bit Torrent

my-Ditto supports Bit Torrent peer-to-peer file download protocol. This interface allows you to transfer 10 different torrents simultaneously.

Make sure to have enough remaining storage capacity to save all downloads.

> ***Note***: *The peer to peer function could consume a large amount of CPU resources.*

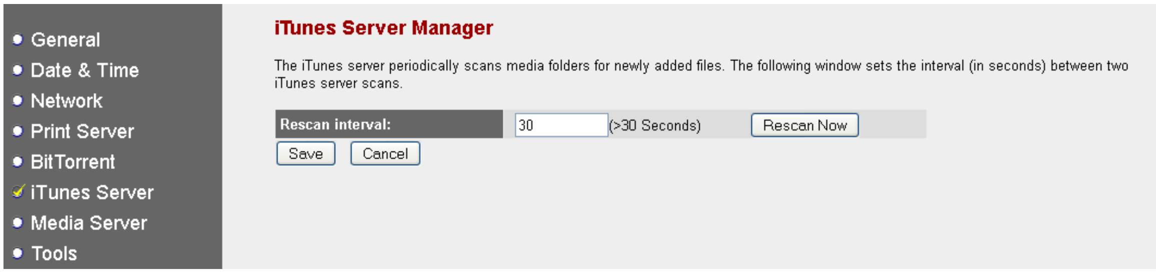


Parameters	Description
BT Download Function	Enable/Disable BT Download Function.
Advanced Setting	Opens the BT advanced settings window allowing you to set the port number used by the BT service, control the bandwidth, set the maximum active download torrents and enable/disable DHT.
Add Torrent	Opens a window for adding a new torrent (files with .torrent extension), so you can start downloading. You will be prompted to provide the location of the .torrent file.
Refresh	Refreshes the window showing an updated BT status.
Pause	Select one or more downloading BT items in the list and click this button to pause them.
Resume	Resumes downloading selected paused torrents.
Remove All	Removes all BT items from the list.
Remove Selected	Removes selected BT items from the list.
Reset	Deselects all selected BT items in the list.

Click the <**Save**> button to save the updated configuration.

5.13.6 Advanced Settings – iTunes Server

The iTunes server periodically scans media folders for newly added files. The following window sets the interval (in seconds) between each iTunes server scans.

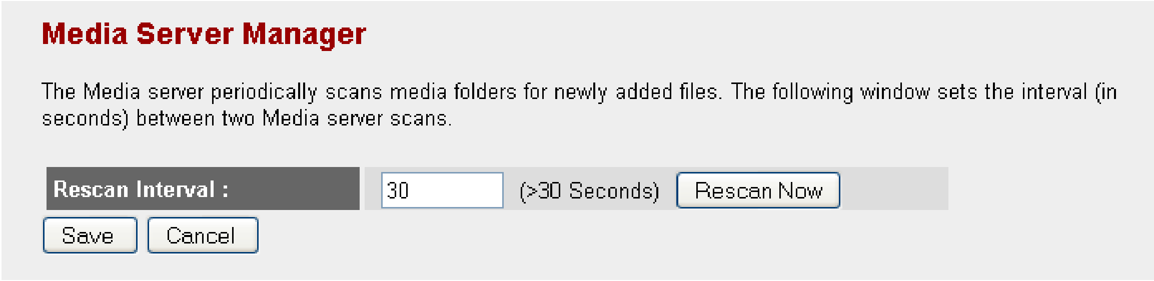


Parameters	Description
Rescan interval	Please specify the time interval in seconds between each iTunes server scans. The iTunes server periodically scans media folders for newly added files. The valid rescan interval is from 30 to 65,535 seconds. You can also click the Rescan button to start a scan immediately. The required scan time is dependent on the number of media files stored in the disk. It may take up to several minutes to finish.

Click <Save> to save your changes.

5.13.7 Advanced Settings – Media Server

The Media server periodically scans media folders for newly added files. The following window sets the interval (in seconds) between each Media server scans.



Parameters	Description
Rescan interval	Please specify the time interval periodically in seconds between each Media server scan. The Media server scans media folders for newly added files. The valid rescan interval is from 0 to 65535 seconds (0 means no scan at all). You can also click the Rescan button to start a scan immediately. The required scan time is dependent on the number of media files stored in the disk. It may take up to several minutes.

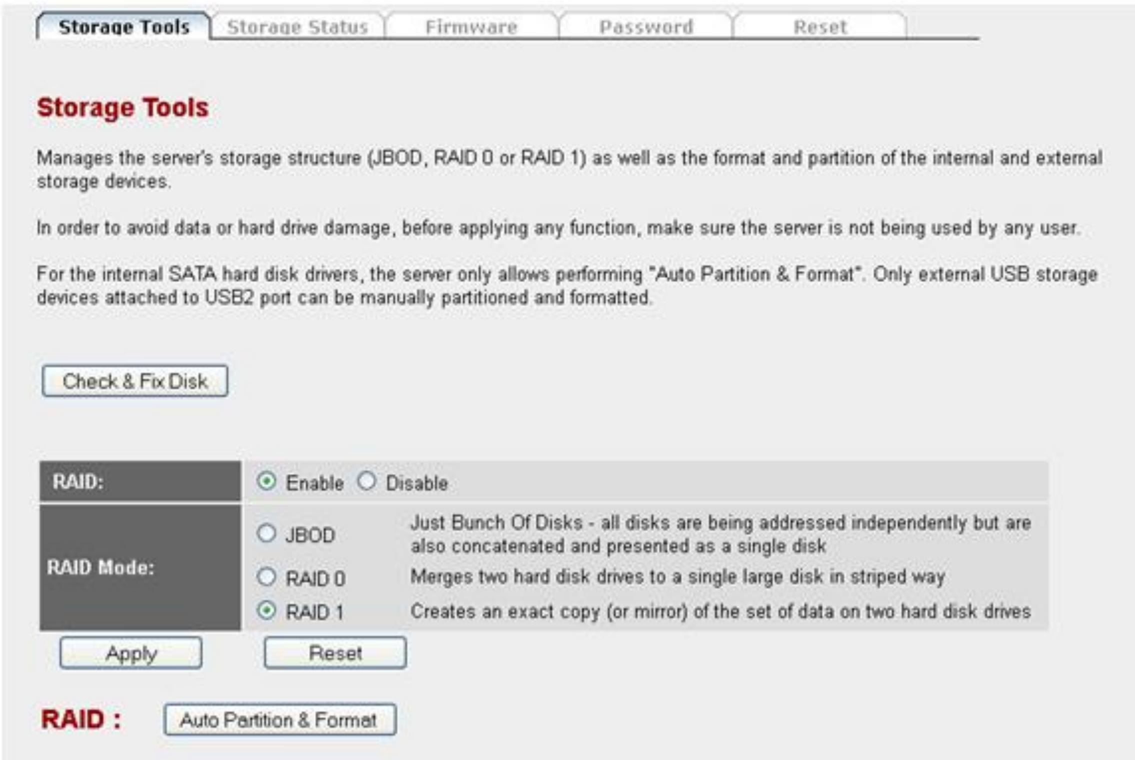
Click <Save> to save your changes.

5.13.8 Advanced Settings – Tools

Storage Tools

Manage my-Ditto's storage structure (JBOD, RAID 0 or RAID 1), as well as the format and partition of the internal storage disks.

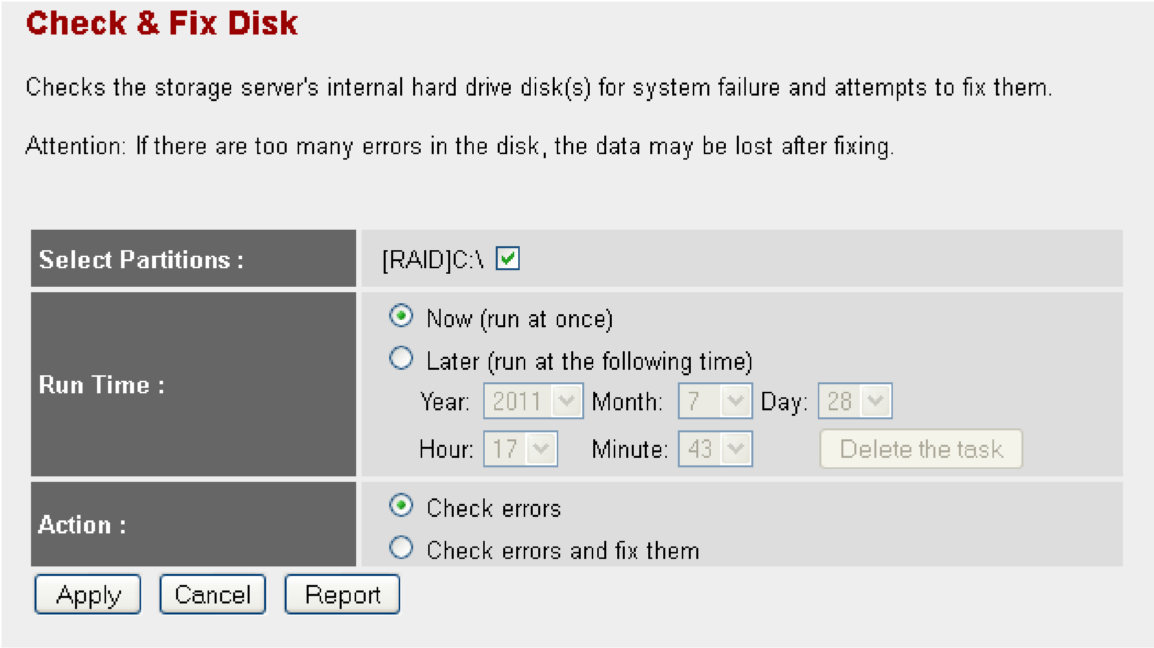
Prior to applying any function, verify that there are no users accessing my-Ditto, to avoid data loss.



Check & Fix Disk

Checks my-Ditto's internal hard drive disk(s) for system failure and attempts to correct any identified errors.

Note: When my-Ditto is performing the Check & Fix Disk operation, all attempts to access the disk(s) will be rejected, and currently transferring data may be lost.



Parameters	Description
Select Partitions	Select all partitions you want to run Check & Fix on
Run Time	- Now - Later: on a predefined date and time
Action	- Check errors: identifies file system errors and reports -Check errors and fix them: Checks and tries to fix identified file system errors;

Click <Apply> to save your changes

Click <Report> to review the summary report

***Note**: When the storage server is performing Check & Fix Disk, the hard disk drive is busy, therefore any operations performed will be stopped.*

Storage Structure

What is RAID?

RAID, short for Redundant Array of Independent Disks, is a combination of two or more disks with the aim of providing fault tolerance and improving performance. There are several different levels of RAID, with each one providing a different method of sharing or

distributing data among the drives. The device supports JBOD, RAID 0, RAID 1, and Standalone.

JBOD

JBOD is an acronym for *Just a Bunch Of Drives*, and is used to refer to two distinct concepts:

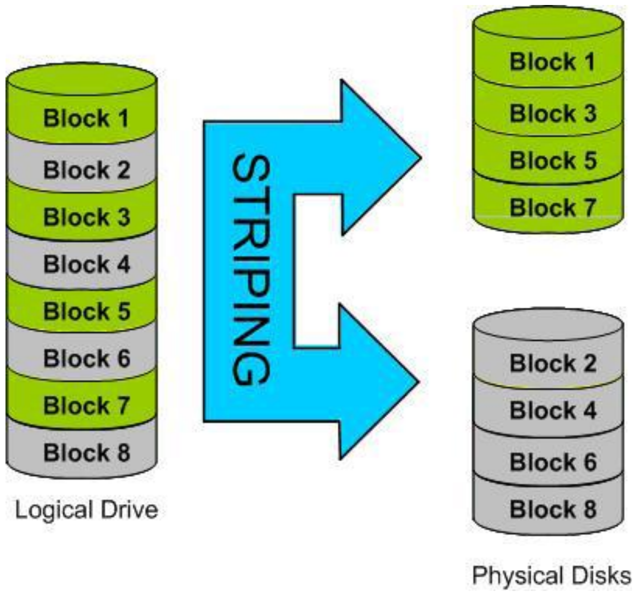
- Concatenation, where all the physical disks are concatenated and presented as a single disk.

Note that does not provide data redundancy.

RAID 0

RAID 0 provides data striping, which spreads out blocks of data over all drives, but does not provide data redundancy.

Although performance is improved, the lack of fault tolerance means that if one drive fails, all data in the array will be lost.

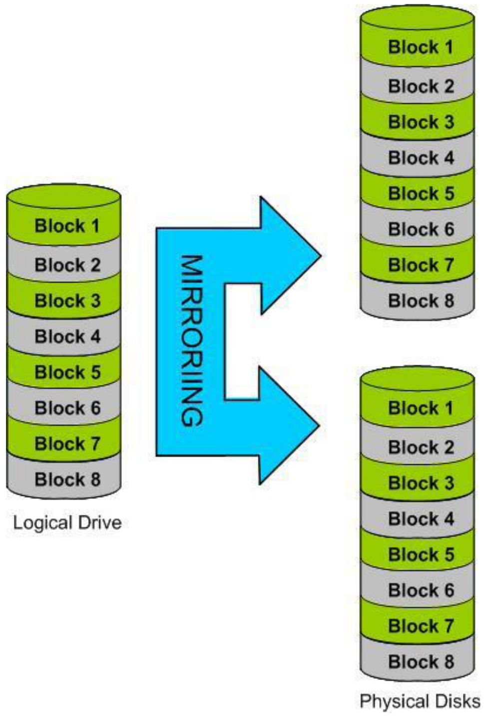


RAID 1

RAID 1 provides mirroring over multiple disks, with the same read/write speed of a single disk. A RAID 1 array can only be as large as its smallest member disk.

Because the data is stored on multiple disks,

RAID 1 provides fault tolerance and protection, in addition to performance advantages.



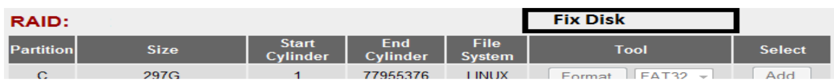
***IMPORTANT**! Note that building a new RAID will erase all the data currently stored on the hard disk drives. It is highly advisable to apply the RAID when the two hard disks are empty (new).*

Parameters	Description
RAID	If you have two internal SATA hard disk drives installed in your my-Ditto, you can either select Enable to enable the RAID function or select Disable to disable the RAID function and let the two internal SATA hard disk drives work independently (Standalone). If you only have one internal SATA hard disk drive installed in your my-Ditto, you cannot enable RAID functions.
RAID Mode	Selection of one storage structure out of the following possibilities: JBOD, RAID 0 or RAID 1.
Auto Partition & Format	By clicking this button the system will partition and format the internal storage automatically. It will create partitions (hidden and open) and format the drives when selecting either RAID/JBOD modes or when used as standalone disk drives

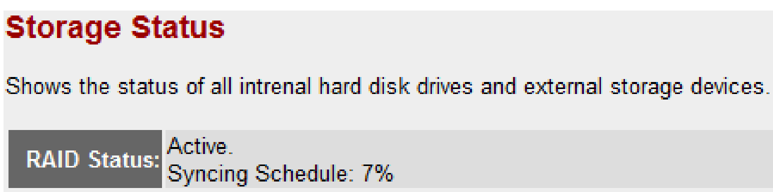
Fix RAID	The “Fix RAID” button (see picture below) only appears when my-Ditto detects that RAID is not functioning well. Click the Fix RAID button; the system will now try to recover. When the fix operation is over, turn Off my-Ditto and then On again. The RAID mode is back to normal. Note: If one of the hard disk drives LED (HDD1/HDD2) is blinking (the hard disk is damaged), turn Off my-Ditto, replace the hard disk with a new one (of the same size as the previous one) and turn it On again. Note: When in RAID 0, if one of the hard disks fails, it is impossible to fix the RAID, resulting in the loss of data previously stored on the damaged disk.

Click <Apply> to execute your requests.

Fix RAID button:

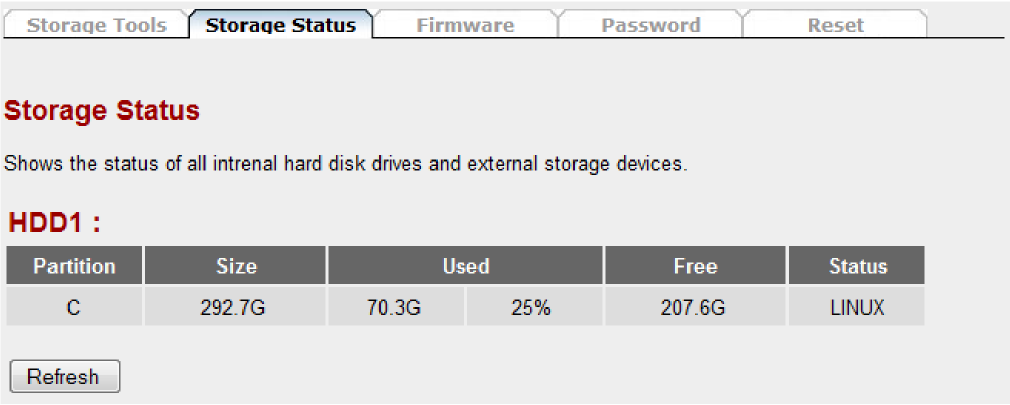


> ***Note**: When entering RAID/JBOD mode it will take several minutes for the disks to be activated. A completion status indication appears in the Storage Status tab.*



Storage Status

Show the status of all internal hard disk drives and external storage devices.



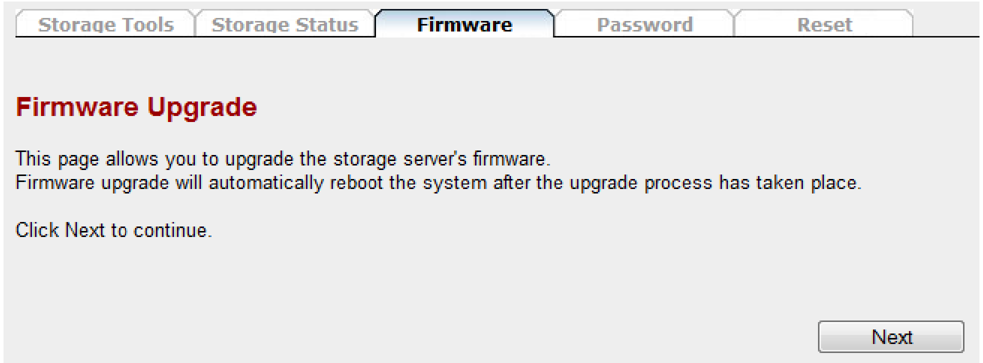
Parameters	Description
Partition	The partition name of the attached storage device.
Size	Total space in this partition.
Used	Total used space in this partition.
Free	The remaining free space in this partition.
Status	The format type of the partition: FAT16, FAT32, NTFS or Linux.
Refresh	Refreshes the Storage Status page.
Unplug	Un mounts the external USB storage device. When the LED of the USB2 turns off, you can safely remove the USB storage device.

Firmware

Allow the upgrade of my-Ditto's firmware.

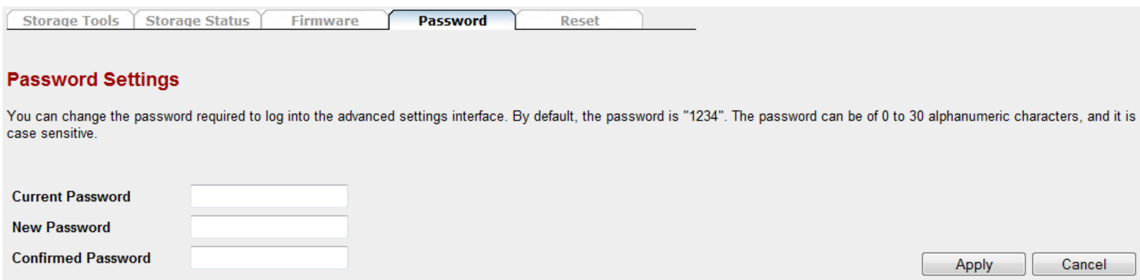
Firmware upgrades will automatically reboot the system after the upgrade process has taken place.

1. Click <Next> to proceed with the firmware upgrade process.
2. Browse to the location where the new firmware file is located and click <Apply>.



Password

You can change the password required to log into the advanced settings interface. By default, the password is “1234.” The password can be of 0 to 30 alphanumeric characters, and is case sensitive.



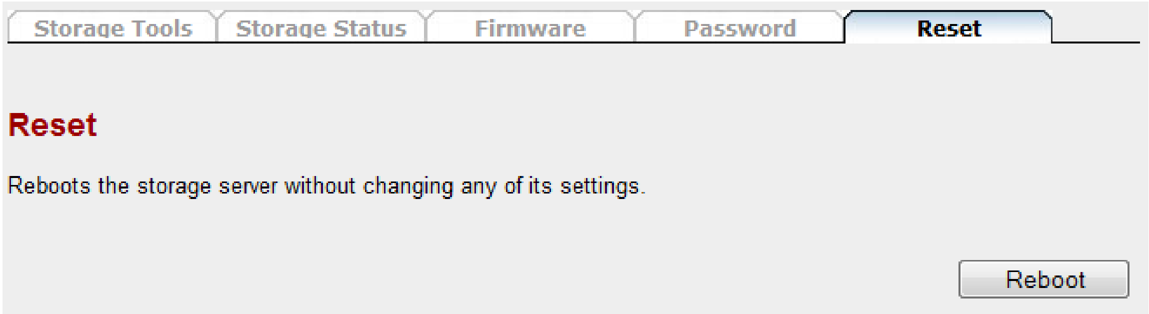
Parameters	Description
Current Password	Enter your current password.
New Password	Enter your new password.
Confirm Password	Enter your new password again.

Click <Apply> at the bottom right of the screen to save your changes.

5.13.9 Reset

Reboot my-Ditto without changing any of its settings.

1. Click <Reboot> at the bottom right of the screen to reboot your device.



5.14 my-Ditto Application –Mobile application

The mobile application allows you to access your files and folders from anywhere with your own mobile device.

5.15 my-Ditto Application - Help

Open the official my-Ditto website in the default PC's browser, on the support section.



My-Ditto Manuals are in pdf* format

** Adobe Reader is required; available for download at* http://get.adobe.com/reader

6 Mobile application

6.1 Installation

Please refer to 4.4.2 Access from a Mobile Device page 15.

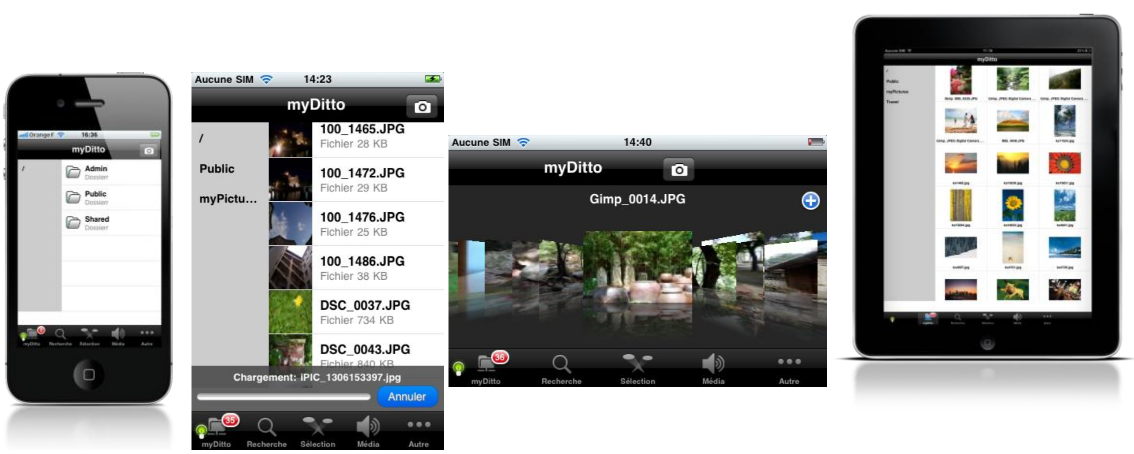
6.2 iOS (iPhone/iPod Touch/iPad)

6.2.1 How to Connect

1. Launch the application
2. At the connection screen, input your my-Ditto's email address and password.



3. Then you can see the files on your my-Ditto.



6.2.2 How to browse a folder or open a file

1. Click on a folder in order to go inside it or on a file to download and open it.
2. The downloaded file will be opened in the 3rd tab (Featured).

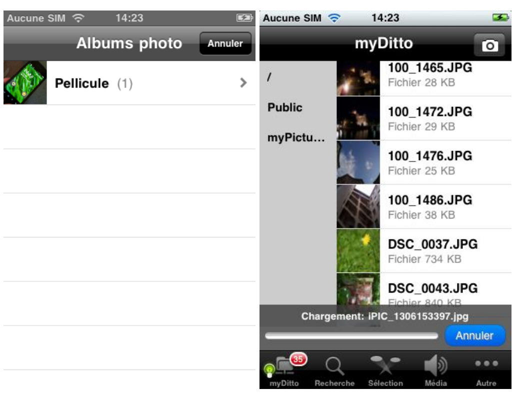


6.2.3 How to upload photos

1. Click on the camera icon (top right)



2. Select the photo that you want to upload from your album and it will automatically upload it to your my-Ditto.



6.2.4 How to stream music

1. Browse to a music directory
2. Click on a MP3 file and it will automatically be streamed



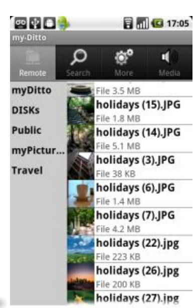
6.3 Android

6.3.1 How to Connect

1. Launch the application
2. At the connection screen, input your my-Ditto's email address and password.



3. Then you can see the files on your my-Ditto.

6.3.2 How to browse a folder or open a file

1. Click on a folder in order to go inside it or on a file to download and open it.
2. The downloaded file will be opened in the corresponding application.

6.3.3 How to stream music

1. Browse to a music directory
2. Click on a MP3 file and it will automatically be streamed



7 Managing my-Ditto Keys

7.1 Overview

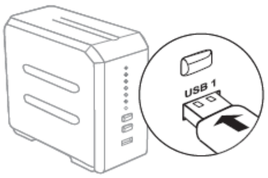
Each my-Ditto key contains my-Ditto application for all three operating system types: Windows, Mac and Linux. Keys must be physically authenticated with my-Ditto for activation.

7.2 Adding Additional my-Ditto Users

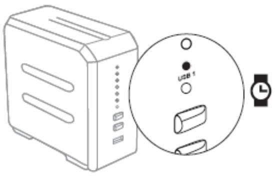
my-Ditto is capable of hosting up to 30 unique users including the administrator, and allows up to 6 (remote) users to access my-Ditto simultaneously. Additional my-Ditto keys can be purchased separately from retail outlets that carry my-Ditto (visit the page "where to buy" on www.my-Ditto.com).

7.2.1 Registering New my-Ditto Keys:

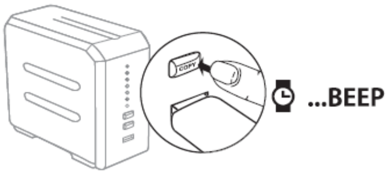
1. Make sure my-Ditto is turned *On.*
2. Plug in the new my-Ditto key into the USB1 port located on the front panel.



3. Wait until the USB1 LED is illuminated (approx. 20 seconds).



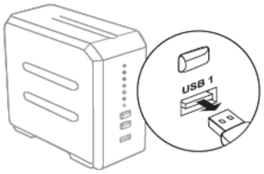
4. Press and hold the COPY button until a beep is heard (approx. 4 sec.).



5. Wait until you hear two short beeps and the USB1 LED turns off (the USB1 LED will flash briefly before it turns off).



6. Remove my-Ditto key.



7. Plug my-Ditto key into your PC.

8. Launch my-Ditto application.

9. Enter username and password.

7.2.2 Start using a New Mobile Phone

First you should verify your email addresses and install the software (refer to section 4.4.2 Access from a Mobile Device, on page 15).

7.3 Changing Passwords

7.3.1 Solution A – Key Authentication

1. Make sure my-Ditto is turned *ON.*

2. Plug in my-Ditto key to the USB1 port located on the front panel.

3. Wait until the USB1 LED is illuminated.

4. Press the COPY button for 4 sec. or until a beep is heard.

5. Wait a few seconds until you hear two short beeps; the USB1 LED will turn off (the USB1 LED will flash briefly before it turns off).

6. Remove my-Ditto key, and your previous password has been cleared.

7. When launching the application, you will be asked to type in a new password and confirm it.

7.3.2 Solution B – Remote Password Change

If a standard key holder is not in close proximity to my-Ditto, the Administrator (master key holder) can change the password by doing the following:

1. Launch my-Ditto application with the master key.
2. Open the Settings menu.
3. Go to User management.
4. Select the specific user and click on Change Password.
5. Type a new valid password and share with the standard key user.
6. Now the user can access my-Ditto using the new temporary password and change it after a connection has been established.

7.4 Changing the Administrator (master key holder) Password*

Refer to section 7.6.

7.5 Lost Standard Keys

Note: A lost key does not affect the data stored on my-Ditto in any way.

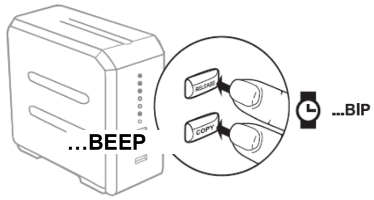
1. The administrator must deactivate the lost key:
   a. Launch my-Ditto application as an administrator.
   b. Open the *Settings* menu.
   c. Go to *User Management.*
   d. Select the specific user and click on *Deactivate*.
2. Repeat section 7.2.1 using a new my-Ditto key.
3. Plug my-Ditto key to your PC.
4. Launch my-Ditto application and type the **same user name and a password.***
5. The system will re-link the username and their existing private folder.

***Note**: If the password was forgotten, the administrator needs to change the user's password from the Settings menu and notify the user of the new password.*

**Typing a different username will create a new user profile with a new private folder, and thus access will not be given to the user's existing private folder.*

7.6 Lost Master Key

1. Reset my-Ditto by pressing both the COPY and RELEASE buttons simultaneously for 2 seconds until a beep sound is heard.



2. Wait approx. 15 seconds. This process will render the lost master key invalid. The administrator's private folder has not been deleted, but will be temporarily inaccessible.

3. Refer to section 7.2.1 using a new my-Ditto master key (any my-Ditto key can serve as a master key, as long as it is the first key being authenticated after resetting the system).

4. Launch my-Ditto application, type your password (old or new) and confirm it. The system will automatically link your username to your existing private folder.

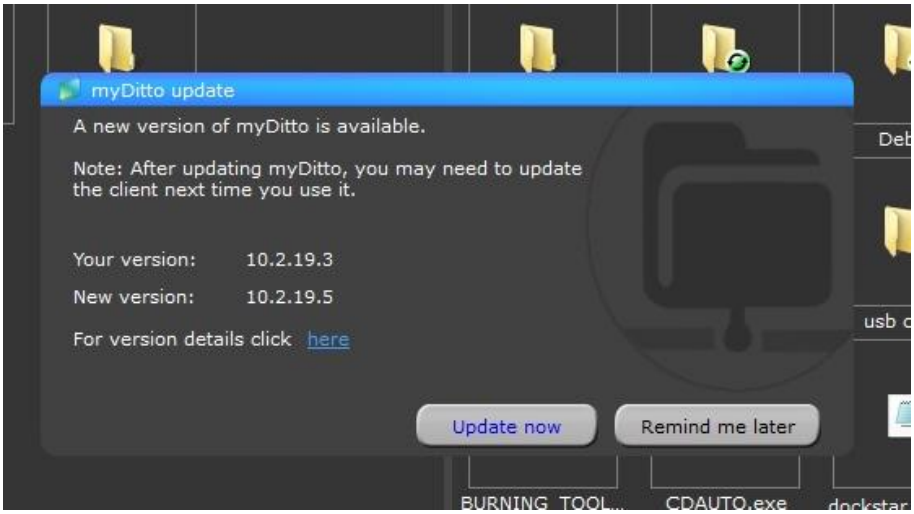
8 System updates

Keep your system always updated with the latest added features.

8.1 my-Ditto update (administrator only)

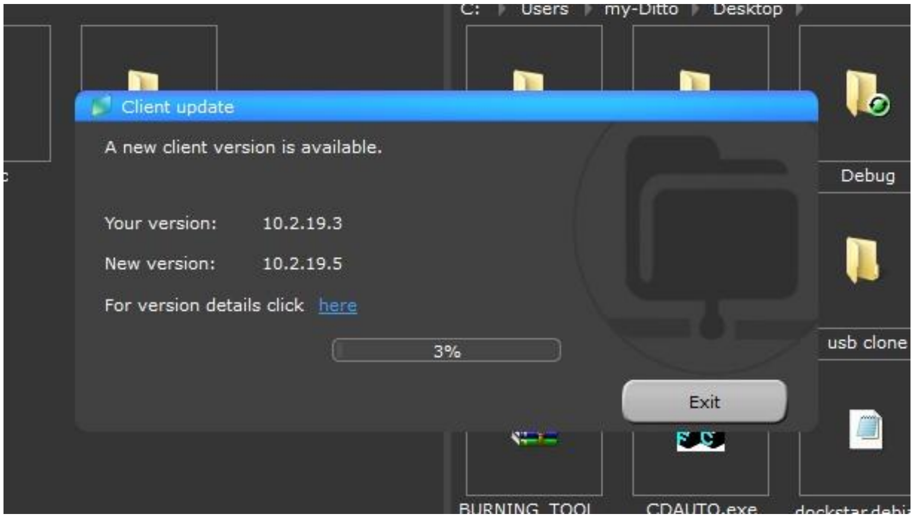
When a my-Ditto update is available a message will appear to the administrator.

***IMPORTANT**! Do not turn off my-Ditto while the update is taking place, it will cause irreversible damage. Please wait until the STATUS LED turns on*



8.2 my-Ditto client updates

Each client updates its own application. The update message appears if there is an available update and the administrator has upgraded my-Ditto server version.



8.2.1 Mandatory update

Current my-Ditto client version is incompatible with my-Ditto version. The upgrade must take place in order to continue connecting to my-Ditto.

8.2.2 Optional Update

This is an optional upgrade. The user can keep working as usual with the current version.

9 Managing my-Ditto Internal Disks

9.1 Overview

my-Ditto is available in a variety of internal disk types – no internal disks, one internal disk ready for use, or two internal disks ready for use.

In order to enjoy my-Ditto, all of the disks attached to my-Ditto must be activated.

Once my-Ditto identifies the need, a wizard will show up on my-Ditto application screen and guide you through the different steps required (changes can be made by the administrator only).

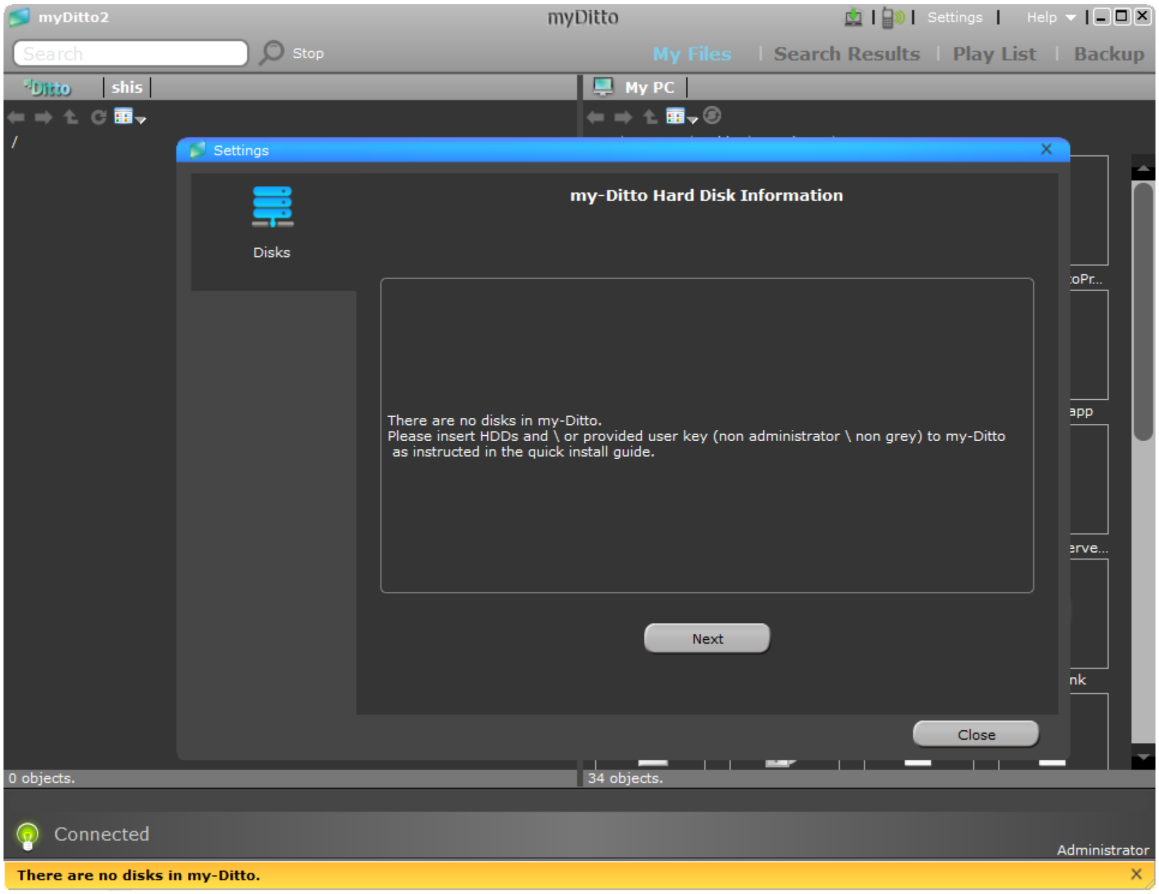
In addition, after activating the disks, you can change the current state of the disks by using my-Ditto application (administrator only). Instructions may be found in Section 9.7.

The following sections will guide you through the different disk states.

IMPORTANT*! Do not turn off my-Ditto during the activation / changing disk mode operation, as it will cause irreversible damage. Please wait until two HDD LEDs are lit again.*

9.2 my-Ditto with No Internal Disk

There are no internal disks attached to my-Ditto. Learn how to install internal hard disk drives in chapter 12, on page 85.

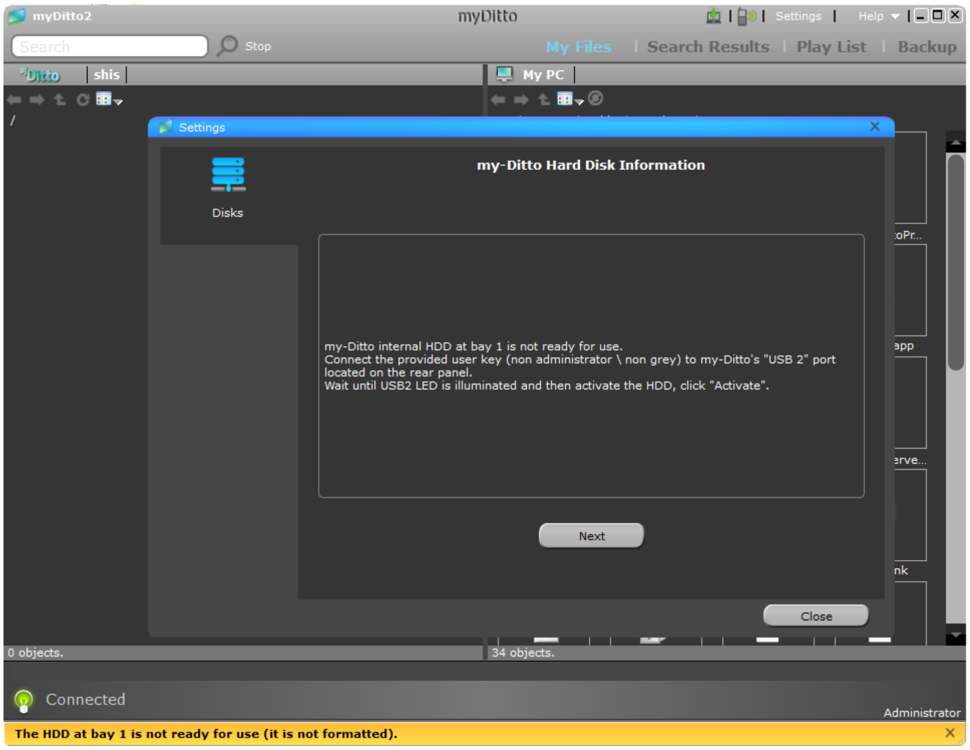


9.3 my-Ditto with One Internal Disk – Not Ready For Use

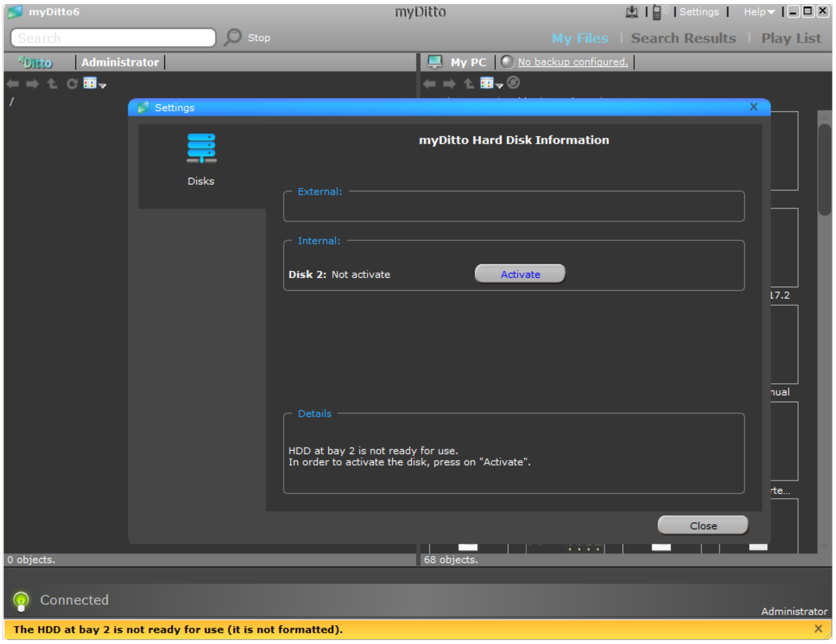
There is one internal disk which is installed in my-Ditto, but has not yet been activated.

In order to activate the disk, run my-Ditto application and follow the steps shown in the wizard (administrator only).

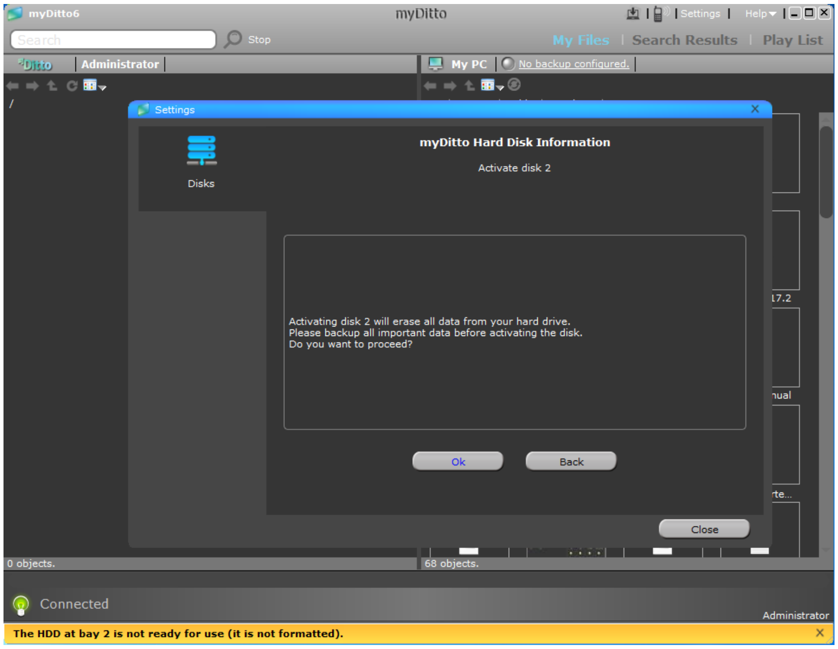
The wizard will appear when you start my-Ditto application.



In order to activate the disk, press on the "Activate" button.

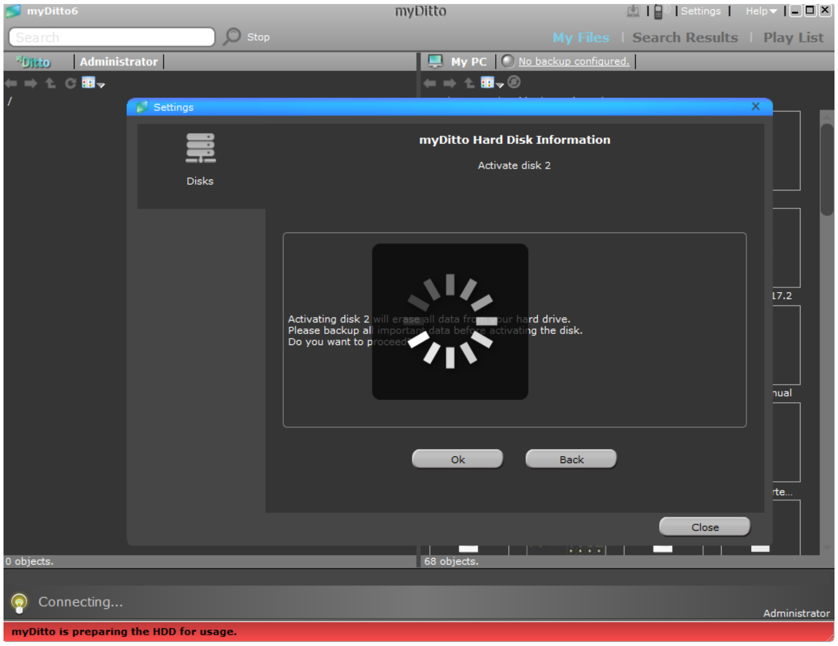


Activating the disk will cause the data on the hard disk to be erased. If you do not want to lose the information stored on the hard disk, please install a different hard disk (see chapter12, on page 85).

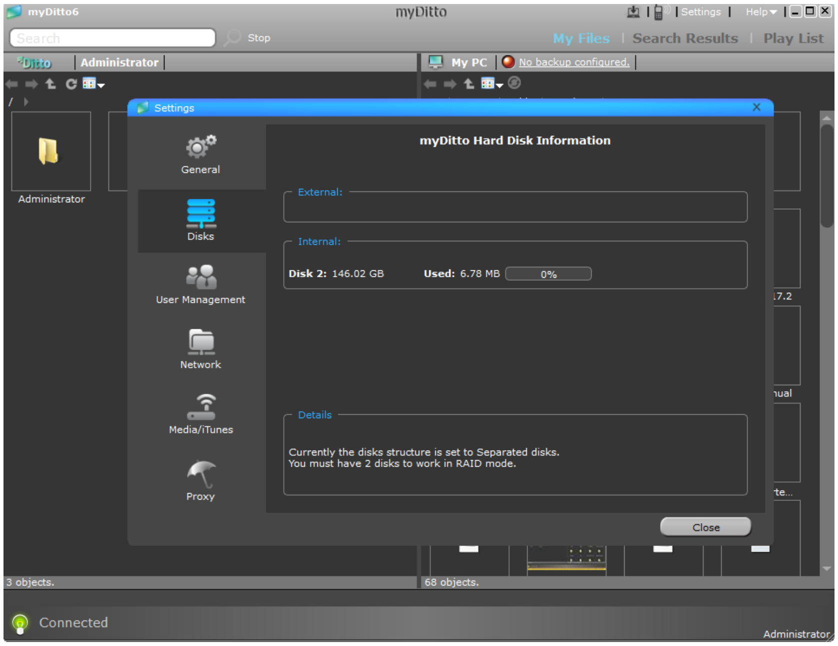


Activating the disk will take time, depending on the hard disk capacity.

While the activation takes place, both HDD LEDs will blink and you will be unable to operate my-Ditto.



When the process is complete, the new disk state will appear in the hard disk information, and you can begin working with my-Ditto.

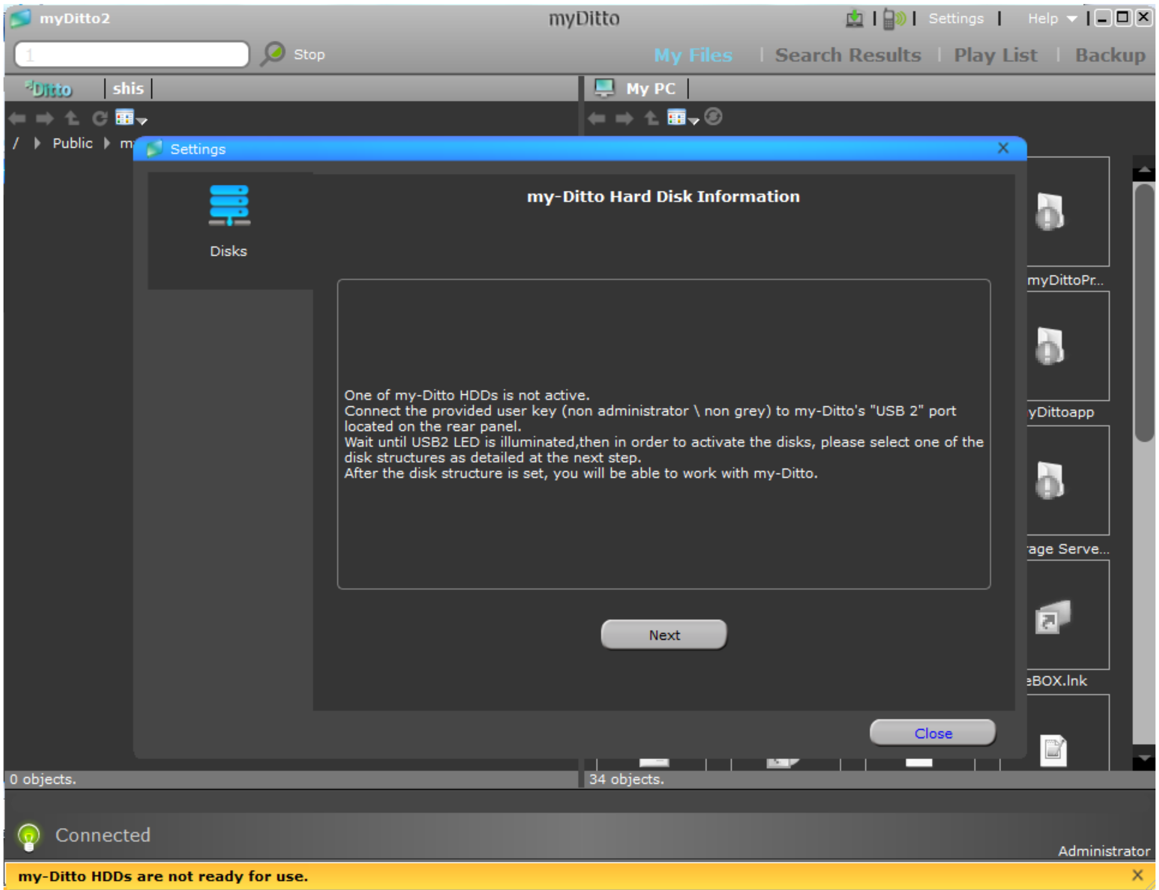


9.4 my-Ditto with Two Internal Disks, One of Which is Not Ready For Use

There are two internal disks attached to my-Ditto, but one of them has not yet been activated.

In order to activate the disk, run my-Ditto application and follow the steps explained by the wizard (administrator only).

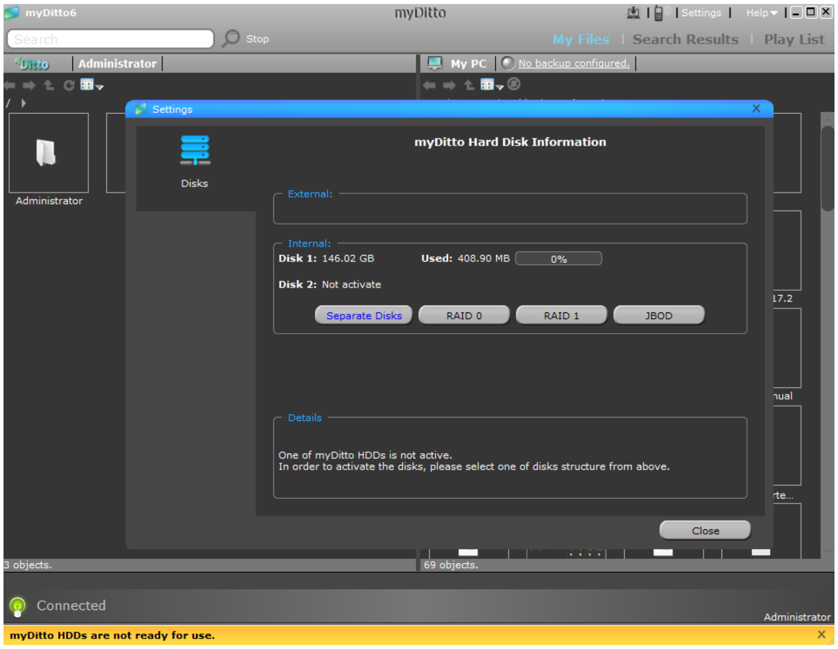
The wizard will appear when you start my-Ditto application.



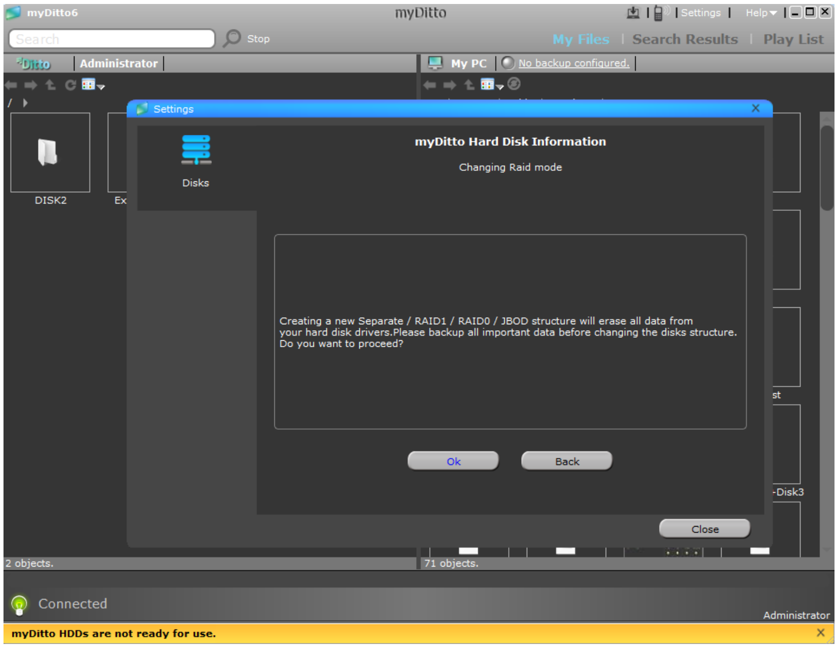
Select the desired disk mode from the four available options:

- **Separate Disks** – The disk drives do not depend on each other, and act as two standalone disk drives.
- **RAID 0** – Implements a striped disk drive, in which the data is broken down into blocks and each block is written to a separate disk drive.
- **RAID 1** –Implemented as mirroring. The data is duplicated on two different disk drives.
- **JBOD** – Makes the disk drives appear to be a single one. This is accomplished by combining the disk drives into one larger volume.

For more information about disk structure at Advanced Settings – Tools, please see section 5.13.8, under “Storage Structure,” on page 521.

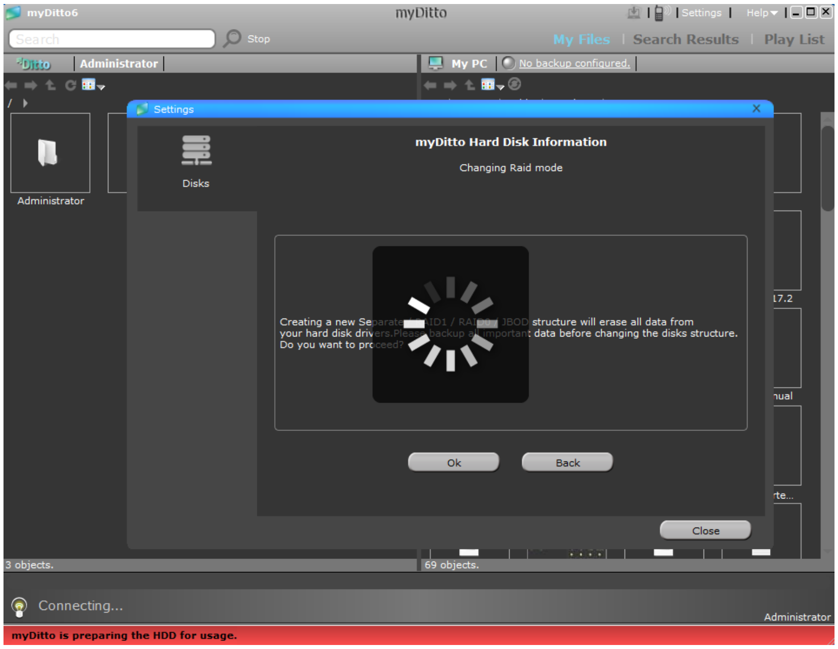


Changing the disk mode will cause the data on the hard disks to be erased. If you do not want to lose the stored information, please install other hard disks (see chapter 12, on page 85), or backup the data.



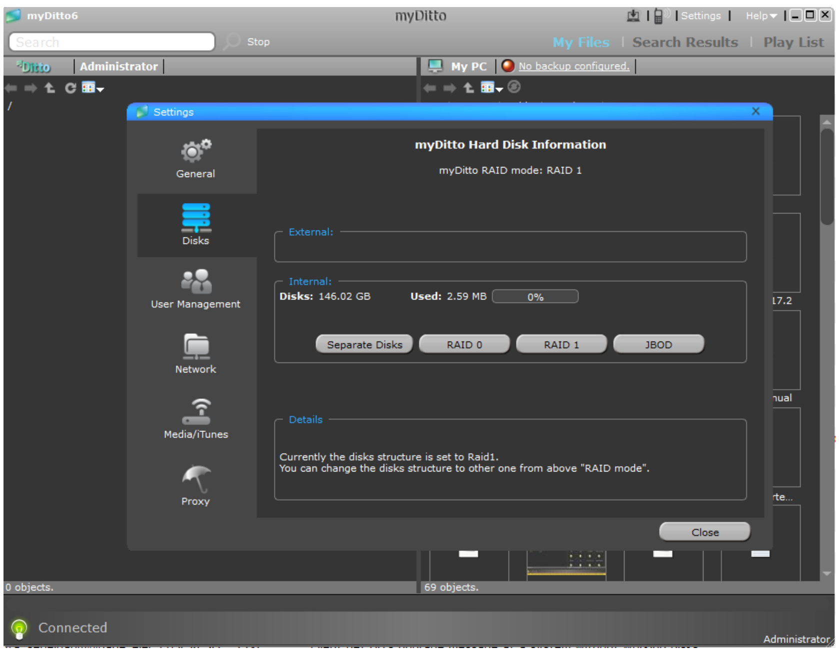
Changing the disk mode will take time, depending on the hard disk capacity.

While the disk mode is changing, both HDD LEDs will blink and you will be unable to operate my-Ditto.



A new RAID mode has been set.

You can change the RAID mode at any time, as instructed in section 9.7.

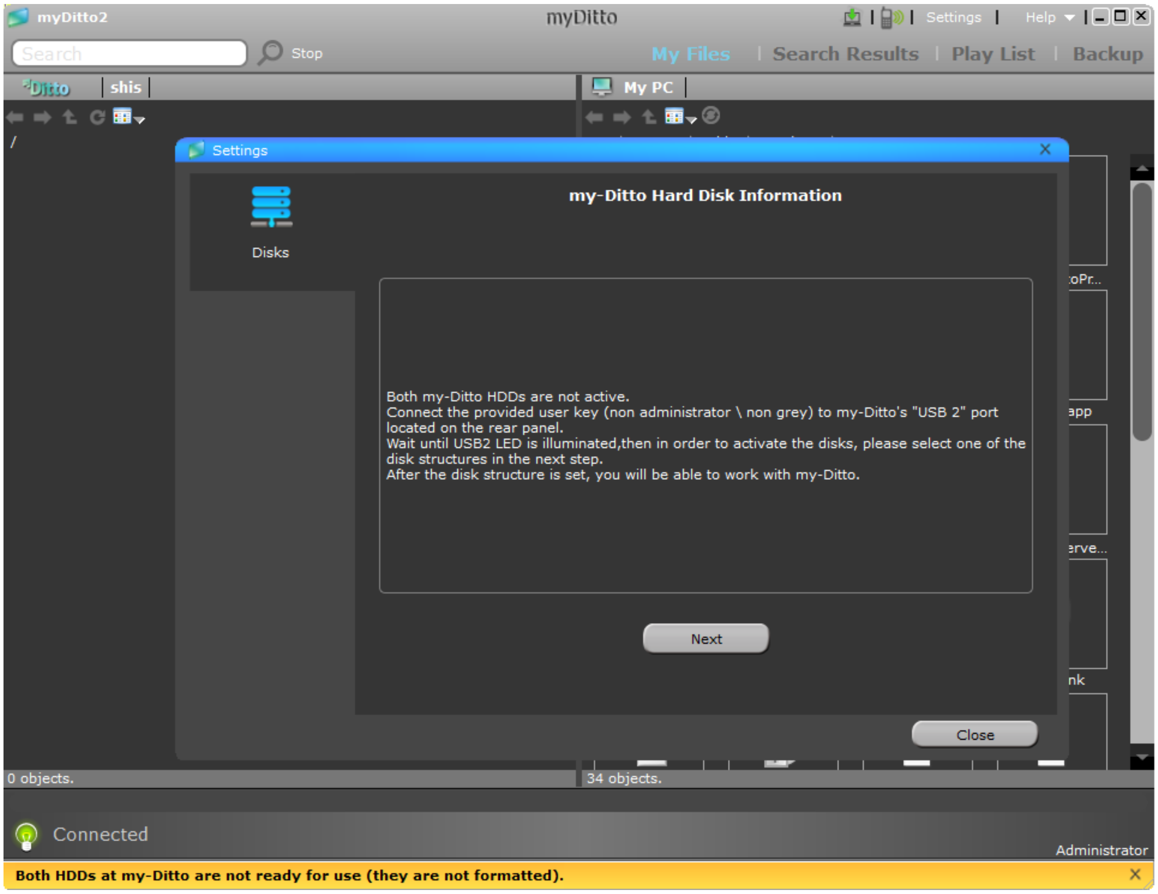


9.5 my-Ditto with Two Internal Disks, Both are Not Ready For Use

There are two internal disks which are attached to my-Ditto, and both of them have not yet been activated.

In order to activate the disks, run my-Ditto application and follow the steps as shown in the wizard (administrator only).

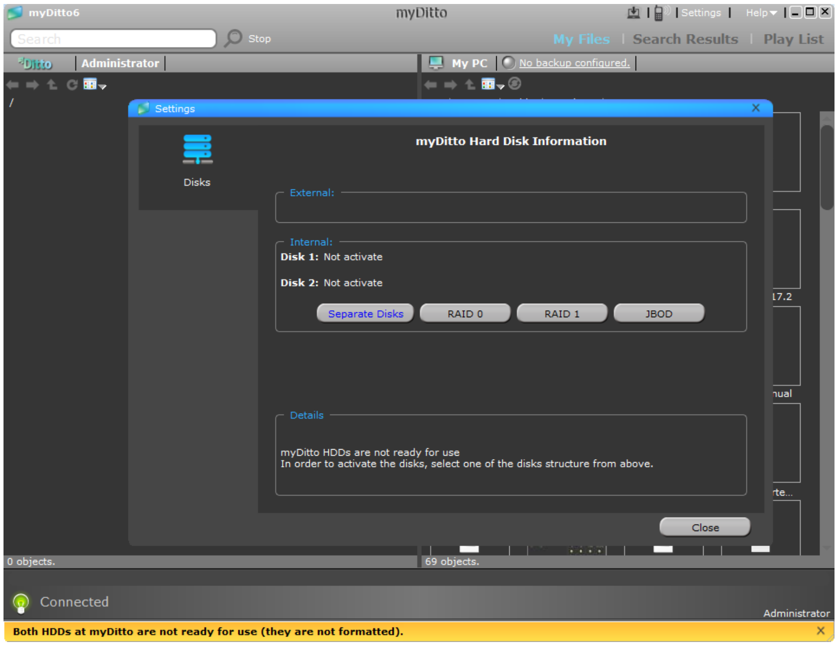
The wizard will appear when you start my-Ditto application.



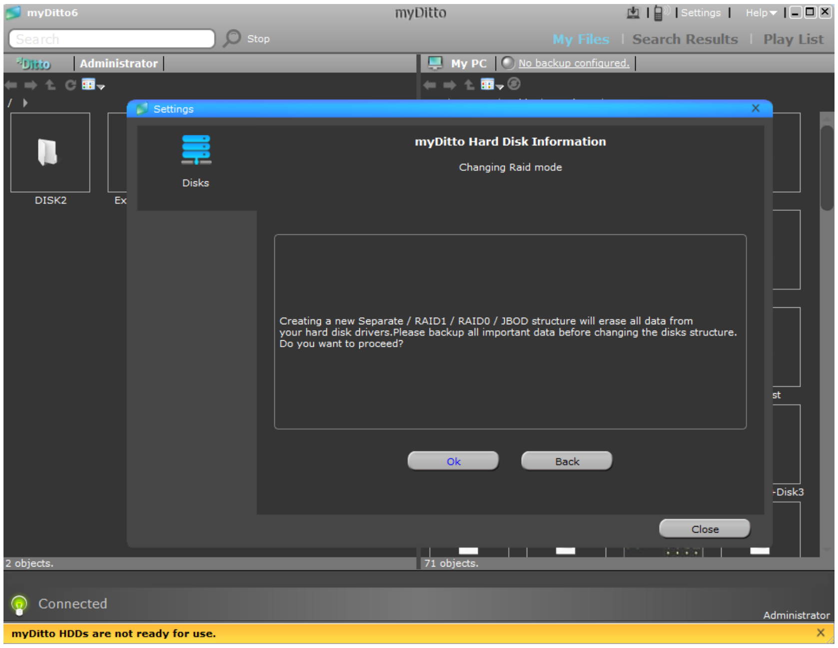
Select the desired disk mode from the four available options:

- **Separate Disks** – The disk drives do not depend on each other, and act as two standalone disk drives.
- **RAID 0** – Implements a striped disk drive, in which the data is broken down into blocks and each block is written to a separate disk drive.
- **RAID 1** –Implemented as mirroring. The data is duplicated on two different disk drives.
- **JBOD** – Makes the disk drives appear to be a single one. This is accomplished by combining the disk drives into one larger volume.

For more information about disk structure at Advanced Settings – Tools, please see section 5.13.8, under "Storage Structure," on page 51.

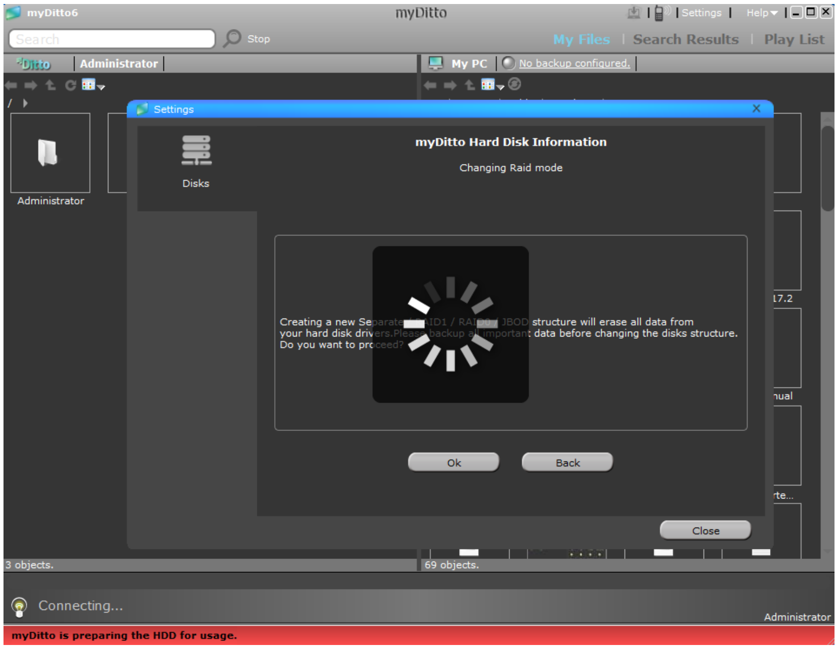


Changing the disk mode will cause the data on the hard disks to be erased. If you do not want to lose the information, install a different hard disk (see chapter 12, on page 85), or backup the data.



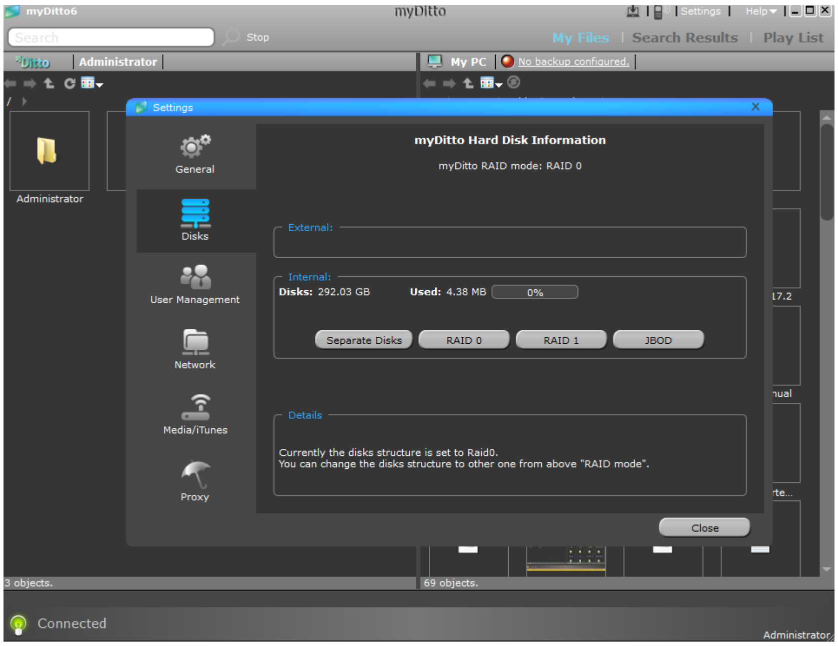
Changing the disk mode will take time, depending on the hard disk capacity.

While the disk mode is changing, both HDD LEDs will blink and you will be unable to operate my-Ditto.



The new RAID mode has been set.

You can change the RAID mode at any time, as instructed in Section 9.7.

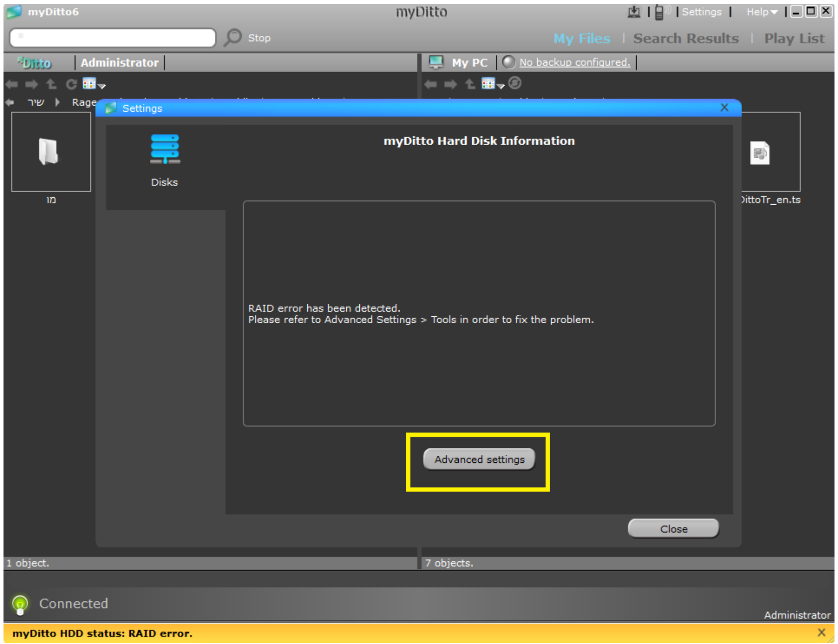


9.6 Raid Error

The disks mode is set to RAID 0 /RAID 1/ JBOD and one of the disks is faulty.

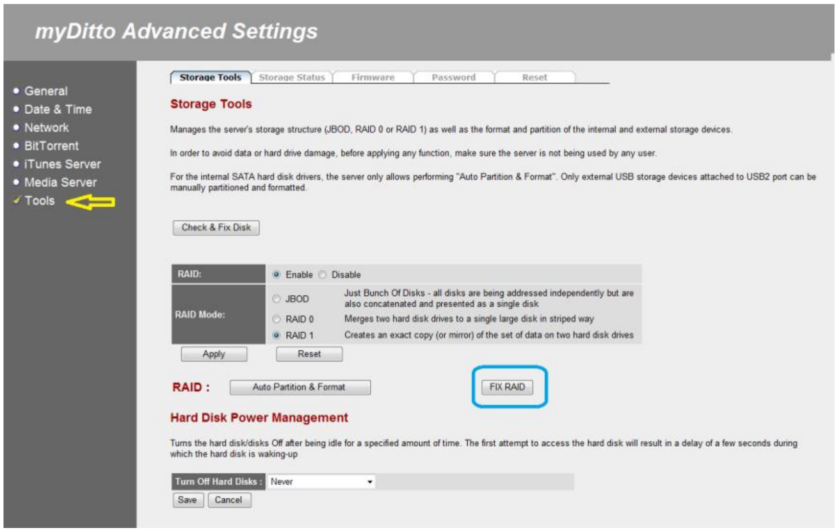
In a few steps, the administrator will be able to fix the error.

The wizard will appear when my-Ditto detects the error.



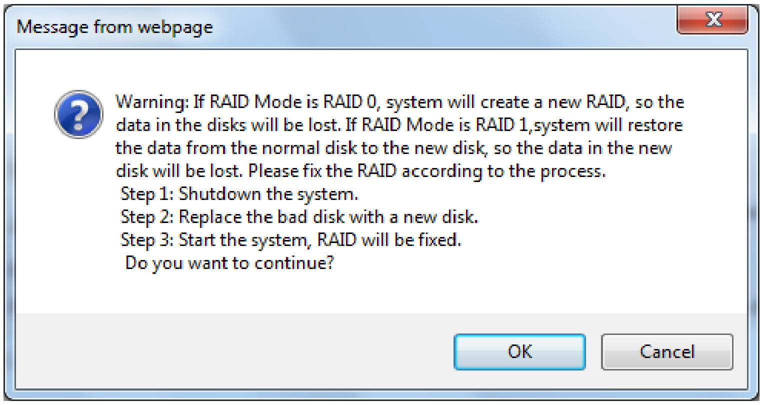
After clicking the advanced settings button, the browser will open up.

Please click the FIX RAID button.



If the disk mode is RAID 1, the data will be restored from the undamaged disk.

In other cases, the data will be lost, as the other disk modes do not provide fault tolerance.

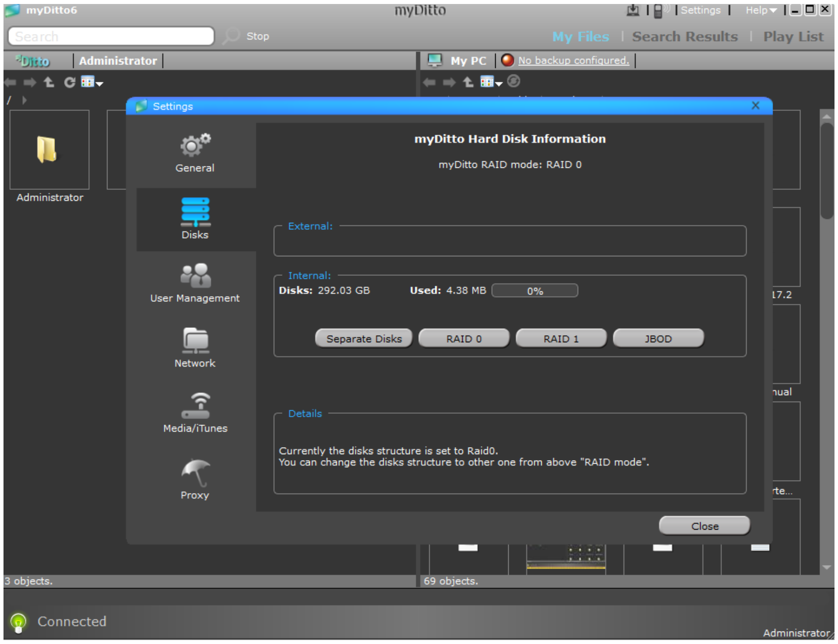


9.7 Changing the RAID Mode

The disk mode is set to RAID 0 /RAID 1/ JBOD/Separate disks.

If you would like to change the disk mode, simply go to the Disks tab under the Settings and chose a new disk structure.

Find more information about disk structures at Advanced Settings – Tools, please see section 5.13.8, under "Storage Structure," on page 51.



10 Managing External USB Storage Devices

10.1 Overview

The simplest way to add more hard disk space is to connect an external USB Storage Device. For more information to "Connect External Hard Drive," please see Section 10.3, on page 81.

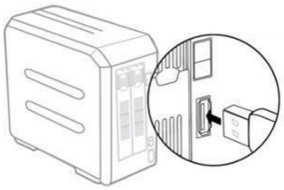
If you add an external USB Storage Device, it can function as any other disk. The only difference is that it will not contain private and shared folders.

10.2 Single-touch Copy

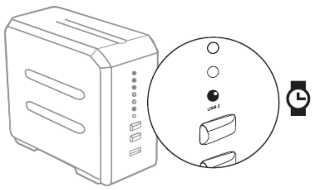
The single-touch copy feature provides instant data backup from an external USB storage device to my-Ditto, using the single press of a button.

In order to copy the content from any USB storage device, perform the following steps:

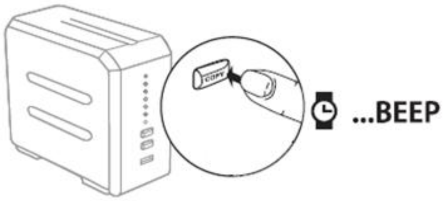
1. Plug the external USB storage device into my-Ditto's USB2 port located on the rear panel.



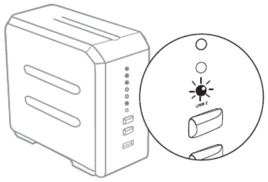
2. Wait until the USB2 LED is illuminated.



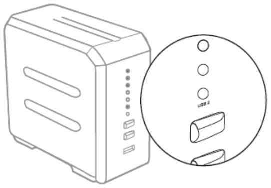
3. Press the COPY button located on the front panel for 5 seconds, until a beep is heard.



4. The USB2 LED will begin flashing slowly, indicating that the files are being transferred.



5. The USB2 LED will turn off when the transfer is complete.



6. Your copied files can now be found in my-Ditto *Public/USBCopy* folder, within a folder labeled with the date and time it was created (i.e., the time of the file transfer).

IMPORTANT! *Do not disconnect the external USB storage device while the USB2 LED is flashing – it can damage the transferred data.*

***Note**:* *If my-Ditto server contains two (2) hard drives and the RAID function is enabled, data will be copied to Disks/Public/USBCopy.*

10.3 Connect External Hard Drive

my-Ditto allows you to share your files stored on external USB hard drives.

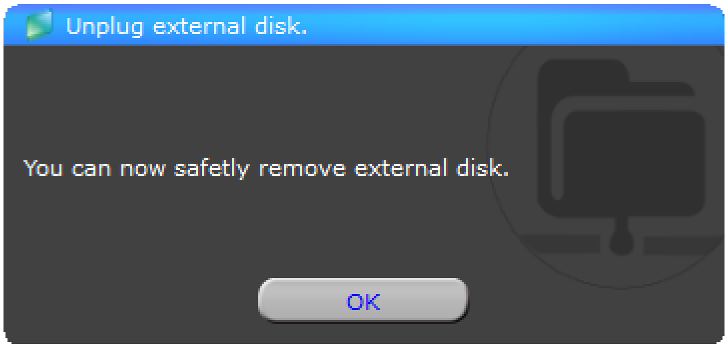
To connect an external hard drive:

1. Connect the external hard disk drive to my-Ditto's "USB 2" port located on the rear panel.
2. Wait until the USB2 LED is illuminated.
3. Refresh the remote view.
4. The root folder will contain External Disk folder which represent the external hard drive.
5. The external hard disk drive also appears as a *Folder Share* in your local network under my-Ditto's directory.

***Note**:* *Make sure the external USB hard disk drive is connected to its power source before connecting it to my-Ditto.*

10.3.1 To disconnect the external hard drive:

1. Go to disks tab under the settings (refer to page 38)
2. Press on the “unplug” button
3. Wait until the USB2 LED will turn off and the following message will appear:



Disconnect the external hard disk drive from myDitto’s USB2 port located on the rear panel.

11 my-Ditto as a Multimedia Hub[4]

my-Ditto is designed to function as a centralized media hub. It allows you to access, stream and play your digital media – photos, videos and music – on a broad range of digital media players that are connected to your network.

> ***Note***:
>
> *1. Only media files located in myMusic, myVideos, and myPictures under the Public folder can be shared and streamed to media devices.*
>
> *2. In the event two hard drives are installed, and the RAID function is disabled, only media files located under the Disk1/Public folder can be shared and streamed to media devices.*

11.1 Xbox 360 / Play Station 3

Note: Please go to the Microsoft® Xbox 360 / Sony® PlayStation support site for more information on using and updating your XBox 360 / PlayStation.

1. Check that your gaming console and my-Ditto are both turned on and connected to your local area network.
2. Make sure that my-Ditto media services are on (refer to section 5.12, my-Ditto Application – Settings, on page 37).
3. Use the gaming console's controller to navigate to the folder that you would like access: Videos, Music or Photos.
4. Select any one of these three options.
5. Choose my-Ditto.
6. Using the controller, scroll through to view and play your media content.

11.2 Digital Picture Frames

Note: Please refer to your wireless photo frame user guide for supported picture file formats and instructions on accessing and viewing your pictures.

The following are general steps for setting up digital photo frames:

1. Check that my-Ditto is connected to your home or office's local network and is turned on.

---

[4] In case there is no active internal disk in the system there are no default folders that hold the music, videos and photos, so the content will not appear.

2. Make sure that my-Ditto media services are on (refer to section 5.12, my-Ditto Application – Settings, on page 37).

3. Follow the user instructions provided with your wireless digital photo frame and proceed with any initial setup or installation of drivers.

4. Using the navigation feature on your wireless digital photo frame, detect and scan my-Ditto on your network.

5. Depending on the type of digital frame you have, you may need to access the frame's Settings/Network Setup page to establish a connection so that your photo frame can link to my-Ditto. Please refer to your digital photo frame's user guide for specific instructions.

6. Once you have a connection between your digital photo frame and my-Ditto, access the frame's *Media* screen to view your photos.

11.3 iTunes

Music files stored on my-Ditto can be played at anytime using a PC or Mac computer that has iTunes installed.

1. Store your music files* in my-Ditto Public folder.

2. Launch iTunes on your computer.

3. Choose my-Ditto in iTune's Shared section located in the left side pane. Your music files will now appear in the right-side pane.

** iTunes supports the following file types: *.mp3, *.wav, *.aac and *.aiff*

11.4 Network Music Player and Digital Media Adapters

my-Ditto supports a variety of digital media standards. Please refer to your network music player and/or Digital Media Adapter user guides for specific instructions on connecting to a network storage system and on how to access and play your media content.

11.4.1 Complies with Media Standards

UPnP

Universal Plug and Play is the most commonly supported and basic standard; it is incorporated into the majority of devices.

DLNA

DLNA is a common standards organization for digital media. To learn more about how DLNA works, visit: http://www.dlna.org/.

12 Installing Hard Disk Drives

my-Ditto comes with two bays, both of which accommodate a 3.5” SATA I/II hard disk drive. With maximum capacity of up to 2 TB (3TB SATA III disks are not supported!)

The first bay is used to house the primary storage disk (HDD1), while the second bay’s hard disk drive (HDD2) can be used either as a mirrored backup for the primary disk or as an additional storage disk.

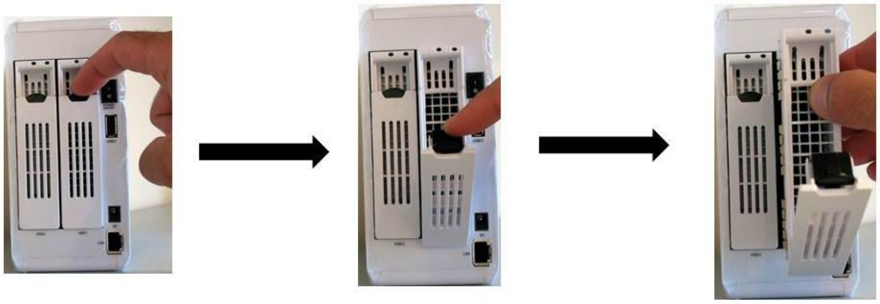
The following instructions guide you through the installation of a second hard disk drive. If you want to replace the primary hard disk drive at any time with one that has a higher capacity, simply repeat these same instructions.

Warning!

Be sure that my-Ditto is turned off and the power cord is unplugged before adding or removing disks. There is a risk of damaging the disks if my-Ditto remains connected to a power source.

12.1 Hard disk drive installation

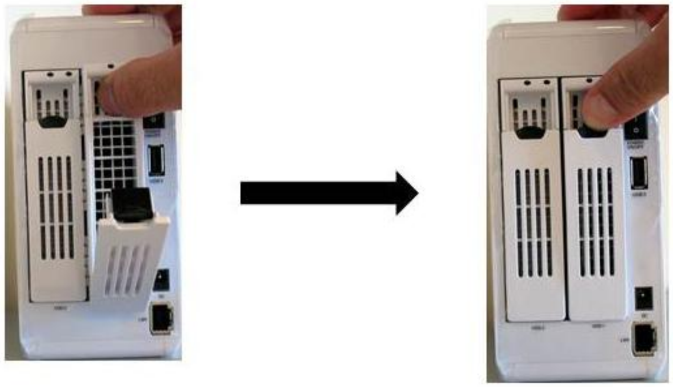
1. Turn my-Ditto off.
2. Remove the disk tray from my-Ditto.



3. Place your hard disk drive inside the tray and fix it securely using screws.



4. Slide the disk tray with the hard disk drive back into its bay.



Important!

Newly installed hard disk drives must be activated before first use.

A wizard at my-Ditto application will instruct you through the activation steps (Administrator only).

13 Troubleshooting

Below you will find a troubleshooting guide with potential issues and solutions. Please check this guide first if you are confronted with an issue that you are unfamiliar with.

13.1 General

Case:

I cannot locate my-Ditto in my local area network.

Note: your computer must be connected to the same network as my-Ditto.

Solution:

1. Verify that the LED's on the front of my-Ditto are lit. Check to make sure that the Power, LAN and HDD light(s) are on. If the units lights are not on, verify that the Power and LAN connectors are inserted properly and that the Power Plug is properly connected to the wall socket. If a loose or disconnected cable is found, please plug them in to the proper port and try to locate your my-Ditto on the network.

2. If all lights are on and you still cannot locate my-Ditto unit on your network you may need to reboot the unit. Press and hold the RELEASE button until a single beep is heard. All LED indicators will turn off with the exception of the LAN LED. Wait an additional 10 seconds and then toggle the power switch on the back of my-Ditto to the OFF position. Wait another 5-10 seconds and then toggle the power switch to the ON position. Once my-Ditto has fully booted up, verify if your my-Ditto device is accessible over the network.

3. Verify your PC's connection to the network. Verify your network connection icon or access to your router/gateway is available. If you are unable to access the network through your PC, you may need to reboot or verify your PC's cable is properly connected or that you are connected to the correct wireless network.

4. If you were previously configuring my-Ditto's IP Address through the Web Interface and has lost connection after saving the settings then there may have been a mistake in the configuration used. To reset my-Ditto's configuration you may need to restore my-Ditto to defaults. To restore your units to defaults, please see 13.6 Restore to factory settings page99.

Case:

I am unable to access private folders using proper credentials (but able to access my-Ditto public folder).

Solution:

On Windows XP, go to: Tools → Disconnect Network Drive → select \\myDitto… and click ok. Now attempt to connect to the Private folders and Windows should accept a new password.

On Mac, go to: Connect as → enter your username and password and click Connect.

On Windows 7: restart the PC, then access the desired folder.

13.2 Client message – on PCs

Case:

The following message appears-"Access to my-Ditto not authorized! Please authenticate my-Ditto key and try again".

Solution:

Authenticate the USB key (refer to 7.2.1 on page 62).

Case:

The following message appears- "6 clients are currently using my-Ditto simultaneously - user quota is full, please try again later."

Solution:

my-Ditto is being accessed by the maximum number of users. Ask one of the other my-Ditto users to disconnect, or try to connect at a later time.

Case:

The following message appears-"Error 301: Cannot establish connection with my-Ditto. Please make sure my-Ditto is turned on."

Solution:

In the case that my-Ditto was performing upgrades, this message will appear until the update is fully completed. The client should connect normally after about 15 minutes

If the"Format,""Check and Fix" or, "Changing RAID Mode Process" have been performed on my-Ditto's hard drive disks, wait until the process ends.

(You can see the process on the advanced settings page under the Tools tab)

How do I get to my-Ditto advanced settings? (Only available on your local network)

There are two ways to get to the advanced settings page of my-Ditto. The first way is to launch my-Ditto application, login, and do the following:

a. Open the Settings panel
b. Under General tab click "Advanced…"
c. Once your default browser is opened please enter in you're my-Ditto Web Inteface username and password (By default the user is admin and the password is 1234)

The second way would be to open your default web browser manually. Once loaded you can type http://myDitto or the IP address of myDitto, ie, http://192.168.2.5. The IP address will be the one that is assigned by your router or gateway unless manually specified in my-Ditto Advanced Settings pages.

Otherwise:

1. Check my-Ditto's connection to the internet (refer to LED troubleshooting - STATUS LED is off).

2. Make sure that my-Ditto is switched On and connected to its power adaptor, the power source and to the router.

Check that my-Ditto is not blocked by any firewall, network switch or router.

Case:

The following message appears- "Error 302: Connection error. Please make sure you have a valid Internet connection."

Solution:

1. Check that the desktop or mobile device has a working internet connection (e.g. make sure browsing the internet is possible by opening a web browser and navigating to google.com or yahoo.com)

2. If the navigation succeeds but the message still appears your PC is most likely configured to use a Proxy Server.

3. Click the "Edit Proxy" button and enter your proxy details (if you are not familiar with them contact your Network administrator)

Case:

The following message appears- "This my-Ditto key has not been authenticated. Please authenticate it with your my-Ditto."

Solution:

Authenticate the USB key (refer to 7.2.1 on page 63).

13.3 Client message – on mobile devices

Case:

The following message appears- "Upgrade Available - Client & Server revisions are incompatible! Application will terminate."

Solution:

The problem is that my-Ditto version and my-Ditto mobile application version are incompatible.

This can happen for two reasons – my-Ditto version is older than the application version or vice versa.

If a new application has been downloaded to the device, but no update has been loaded on my-Ditto, do the following:

1. Plug your master USB key (gray) into the computer.
2. Run my-Ditto application.
3. My-Ditto update message will appear.
4. Choose the "upgrade now" option.
5. Wait about 15 min until the end of the update.
6. When the HDD LED's turn on and my-Ditto desktop application reconnects, you can start using my-Ditto application on your mobile device.

If an update been performed on my-Ditto but the new application has not been downloaded from the app store, do the following:

1. Go to the app store on your iPhone/iPad or to the market (android).
2. Update myDitto application (if available)

Case:

The following message appears-"Unrecognized email address - Please verify that your email address was registered using a desktop client and approved by clicking the link from the email message received."

Solution:

1. Verify the email address (refer to section 4.4.2).

2. If no message been reached the email address, Edit the email (refer to 4.4.2).

Case:

The following message appears- "A new password is required for the current secret key. Please use the desktop client. Application will terminate!"

Solution:

There is no password set for the user.
Please run myDitto desktop application and enter a new password.

Case:

The following message appears-"my-Ditto is busy".

Solution:

my-Ditto is being accessed by the maximum number of users. Ask one of the other my-Ditto users to disconnect, or try to connect at a later time.

13.4 LED Troubleshooting

ON Blink Blink fast Off

Power	Lan	Status	USB1	USB2	HDD1	HDD2
Off	Off	Off	Off	Off	Off	Off
ON	Off	Blink fast	Off	Off	ON	ON
ON	Blink	Blink fast	Off	Off	ON	ON
ON	Off	Off	Off	Off	ON	ON
ON	ON	ON	Off	Off	ON	ON
ON	ON	ON	Blink fast	Off	Off	Off
ON	ON	ON	Off	Blink fast	ON	ON
ON	ON	ON	Off	Off	Off	Off
ON	ON	ON	Off	Off	Blink	Blink

Case:

Power LED is off.

Solution:

1. Make sure the power cords are properly connected both to my-Ditto and the power source.
2. Switch my-Ditto Off and then On again.

Case:

LAN LED is off.

Solution:

1. Check that the Ethernet cable is properly connected to both my-Ditto and your router.
2. Make sure your Ethernet router is working.

Case:

STATUS LED is off.

Solution:

1. Make sure that my-Ditto is Switched On and connected to the router.
2. Check that my-Ditto is not blocked by any firewall, network switch, or router.

Case:

STATUS LED is flashing.

Solution:

Check that my-Ditto is not blocked by any firewall, network switch or router.

Case:

USB 1/2 LED is off - USB key/Device has not been recognized.

Solution:

1. Remove the USB key/device.
2. Wait a few minutes and plug in the USB key/device again.

Case:

USB 1 LED is flashing fast and a long beep is sounded.

Solution:

1. Check that the USB key has at least 150MB of free storage space.
2. Check that the number of users in the system does not exceed 30.

If the above steps do not resolve the problem, my-Ditto key may be faulty or in read-only mode and must be replaced. For more information, plug the key in to your PC and look for my-Ditto Authentication Report on the USB key.

Case:

USB 2 LED is flashing fast and a long beep is sounded.

Solution:

1. Remove the USB key/device.
2. Wait a few minutes and plug in the USB key/device again.

If the above steps do not resolve the problem, my-Ditto key may be faulty or in read-only mode.

Case:

HDD1/2 LED is off - No hard drive disk been installed.

Solution:

Install a 3.5" SATA hard disk drive.

Case:

HDD1/2 LED is off – The hard disk drive is not formatted.

Solution:

Format the hard disk. Find more information about Advanced Settings – Tools, in section 5.13.8, storage tools, on page 51.

Case:

HDD1/2 LED is off - Hard disk drive has not been detected.

Solution:

Properly connect the hard drive to its bay.

If problem persists, it might be that either the hard drive disk or the bay connector is damaged.

Case:

HDD1 or HDD2 LED is flashing.

Solution:

The hard disk drive is faulty and should be replaced.

13.5 Backup Troubleshooting

Case:

My-Ditto was not able to find this computer on the local network.

Solution:

In order to backup your selected items from this computer both the computer and my-Ditto must be connected to the same network.

Case:

Backup was not completed because of local network disconnections.

Solution:

An excessive amount of disconnections to the network has prevented the backup operation to complete its action.

During the next few hours my-Ditto will try again automatically to complete the operation.

Case:

Not enough space on my-Ditto's disks.

Solution:

There is not enough space on your disks in order to complete the backup of the selected items. Delete any unneeded data from the disks or expand your capacity further by adding an additional disk.

Capacity information can be seen in the Disks tab under the Settings in my-Ditto application.

Note: If you’re my-Ditto have 2 HDD in separate mode, backed up content will appear under Disk1. You may need to offload data onto Disk2 in order to free up space on Disk1.

Case:

I/O error.

Solution:

My-Ditto backup procedure failed because of an I/O error.

Please remove one of the items marked to backup from the backup procedure and add it once again.

This operation will update the backup automatically.

Removing items can be done in two ways:

1. Select the file or folder and press the backup button located on the right panel under my PC icon.
   The backup symbol will disappear (Note: All files and folders located inside this folder will be removed from the backup list).
2. Place your cursor on a selected file or folder and right-click on it;
   Select the Remove from backup function from the menu list.

Case:

File permission problems

Solution:

My-Ditto backup procedure failed because of file permission problems.

Automatically my-Ditto will try again, during the next few hours, complete the backup.

Case:

Backup Warning. my-Ditto will overcome this problem on next backup iteration.

Solution:

Backup procedure was not completed due to missing files.

Please remove one of the items marked to backup from the backup procedure and add it once again. This operation will update the backup automatically.

Removing items can be done in two ways:

1. Select the file or folder and press the backup button located on the right panel under my PC icon.
   The backup symbol will disappear (Note: All files and folders located inside this folder will be removed from the backup list).
2. Place your cursor on a selected file or folder and right-click on it;
   Select the Remove from backup function from the menu list.

Case:

Backup has not been configured.

Solution:

There are no items to back up on this computer. How do I choose files/folders for backup?

1. Both computer and my-Ditto should be connected to the same local network.
2. Select the files/folders you wish to backup.
3. Click the backup button  located on the right panel under my PC icon, or place your cursor on a selected file or folder and right-click on it;

   Now select the Add to backup function from the menu list.

   a. The files/folder will now be marked with a white and green symbol .

   b. Parent folders will be marked with an orange symbol .

Repeat steps 2 and 3 above until you have marked all folders you wish to backup.

Backup will start in a few minutes and the backed up content will be stored in your my-Ditto private folder under a folder called: backup.computer_name, e.g. *backup.Jonathan_PC.*

This folder will be marked with a green mailbox icon . (Note: that this may take few hours based on the amount of folders you are backing up.)

The backed up files/folders symbol will change to a green symbol **.**

You're done! You can close my-Ditto application now; my-Ditto will check for changes in the backed up files and folders and will <u>automatically</u> update itself every couple of hours.

Note: if your my-Ditto has 2 HDD in separate mode, backed up content will appear under your my-Ditto private folder on Disk1.

Case:

Backup error.

Solution:

An error occurred.

Automatically my-Ditto will try again during the next few hours to complete the backup.

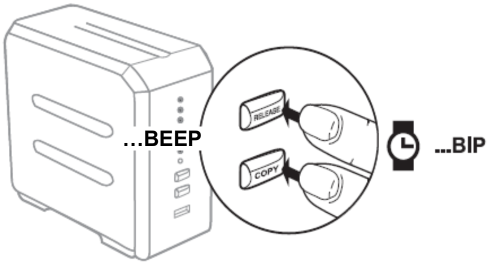
13.6 Restore to factory settings

This restores all the settings to their default values and should only be used as a last resort. It will:

1. Deactivate the Administrator.
2. My-Ditto time zone will be set to GMT.
3. To configure time my-Ditto will use a default time server .
4. Delete all the DNS address settings, if they exist.
5. Obtain an Automatic IP.
6. Disable the peer to peer service.
7. Enable iTunes/Media Server.
8. Return rescan interval to 900 sec.
9. Return my-Ditto name and workgroup to their default names.
10. Set the Advanced Settings password to the default one.

13.6.1 How?

Reset my-Ditto by pressing both the COPY and the RELEASE buttons simultaneously for approx. 20 seconds. After 2 seconds. A beep sound should be heard; continue pressing until a second beep sound is heard then release.

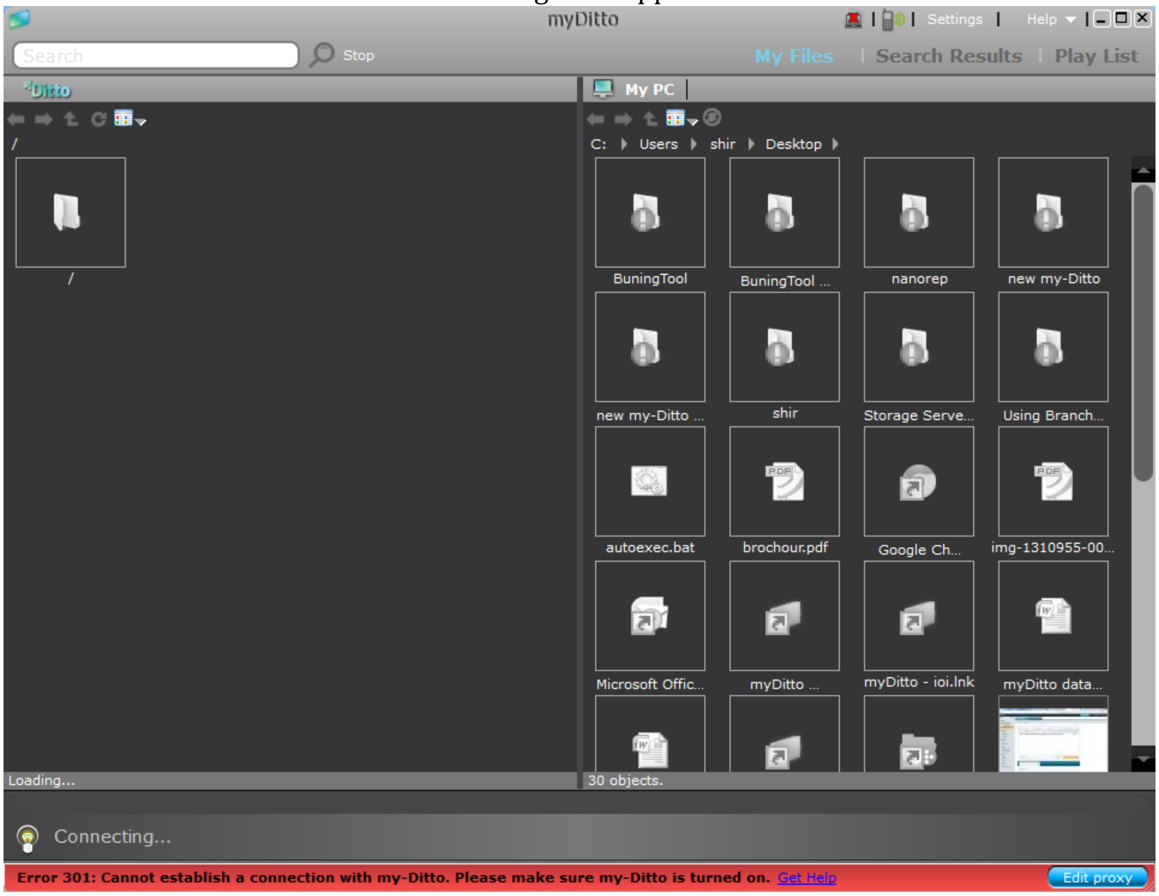


14 Appendix

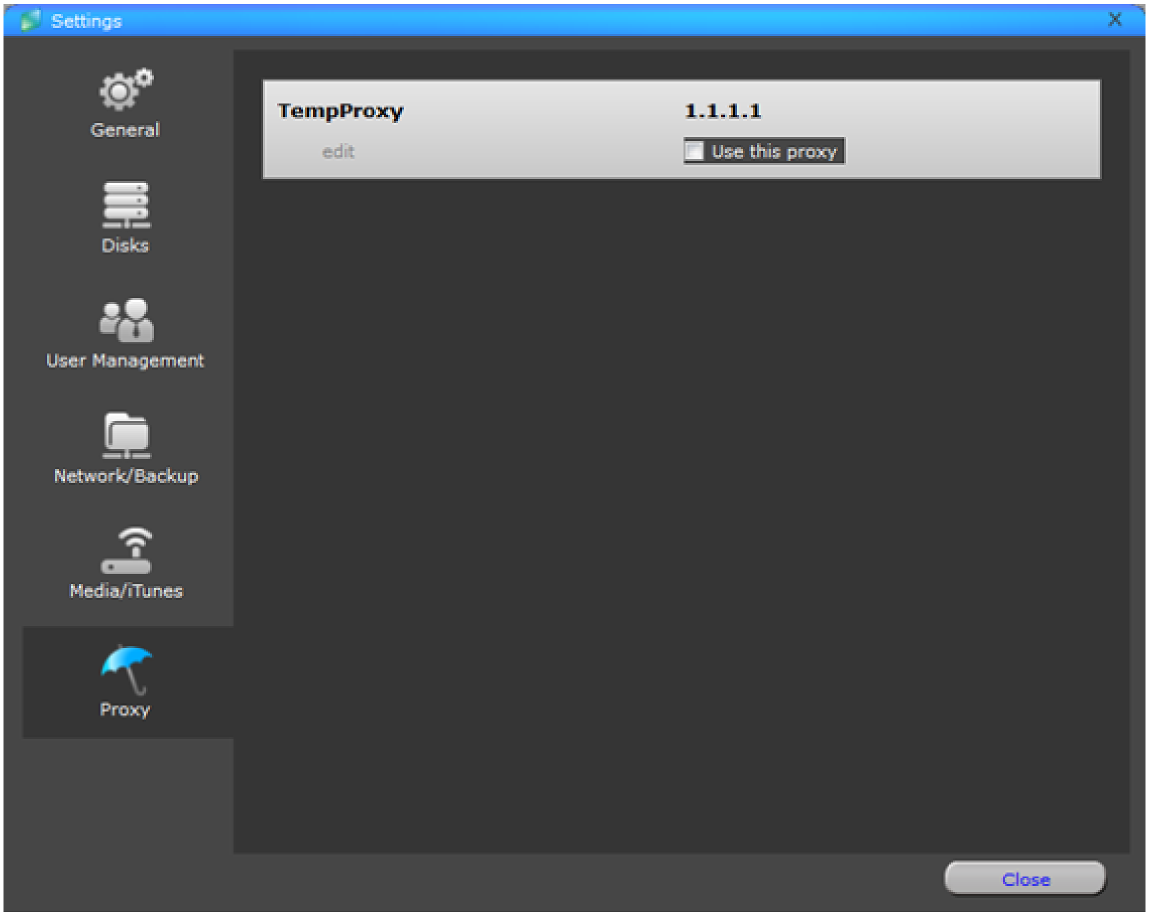
14.1 How to connect to my-Ditto in a network using proxy

There are many different types of proxy servers, my-Ditto support in some of them. This feature is available under windows OS only.

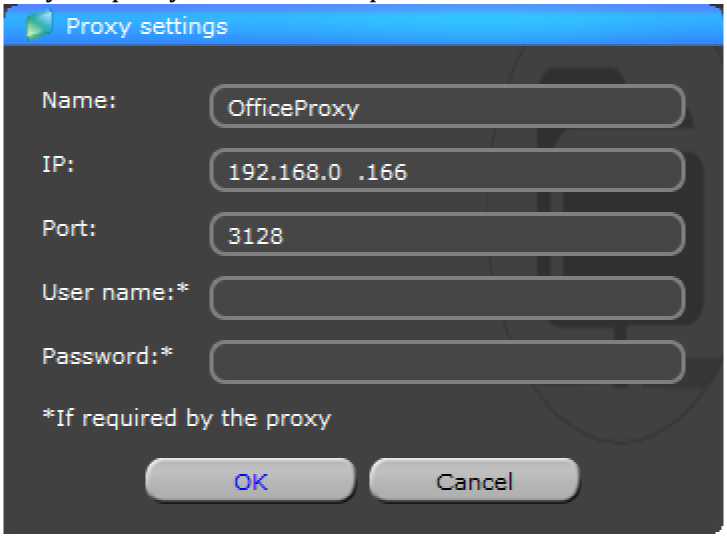
1. Run the client as usual
2. At the bottom of the screen an error message will appear



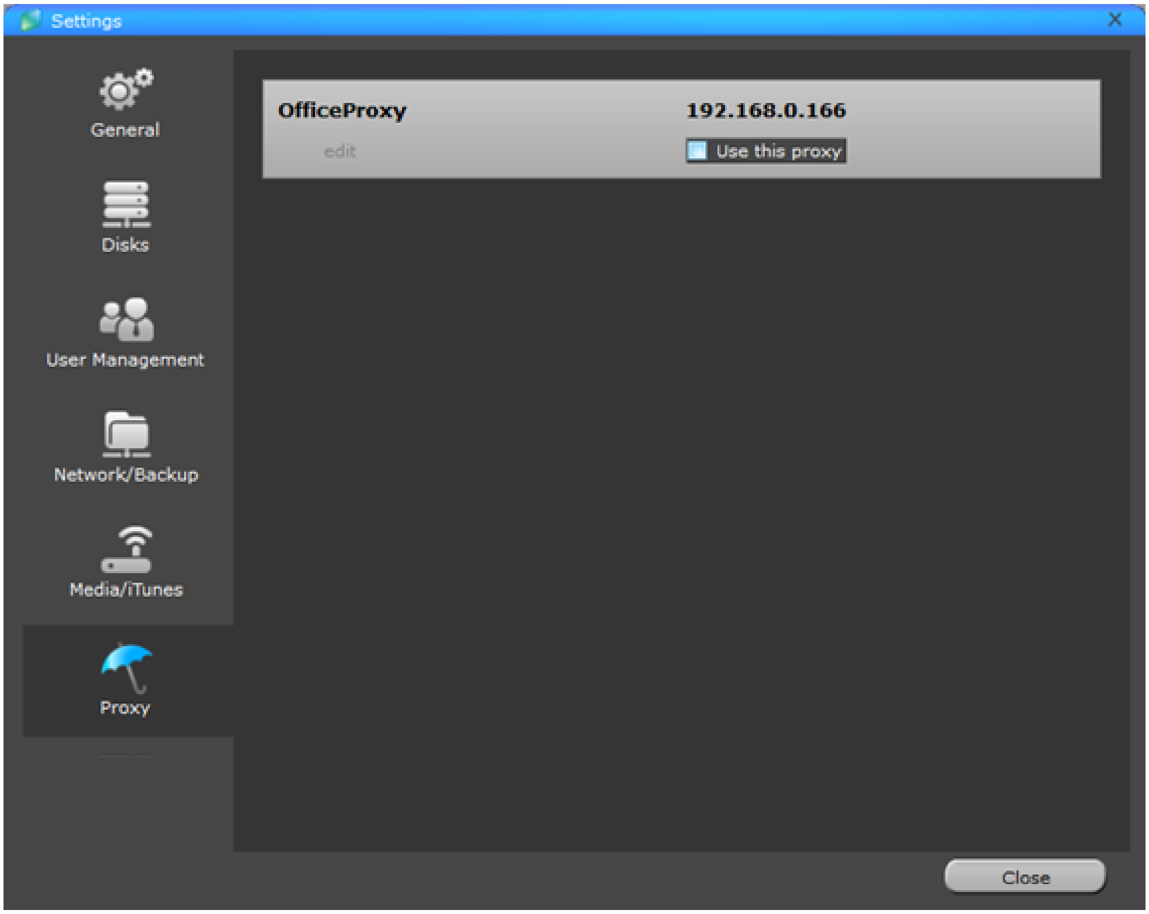
3. Click on the 'Edit Proxy' button
4. Default proxy definition will appear



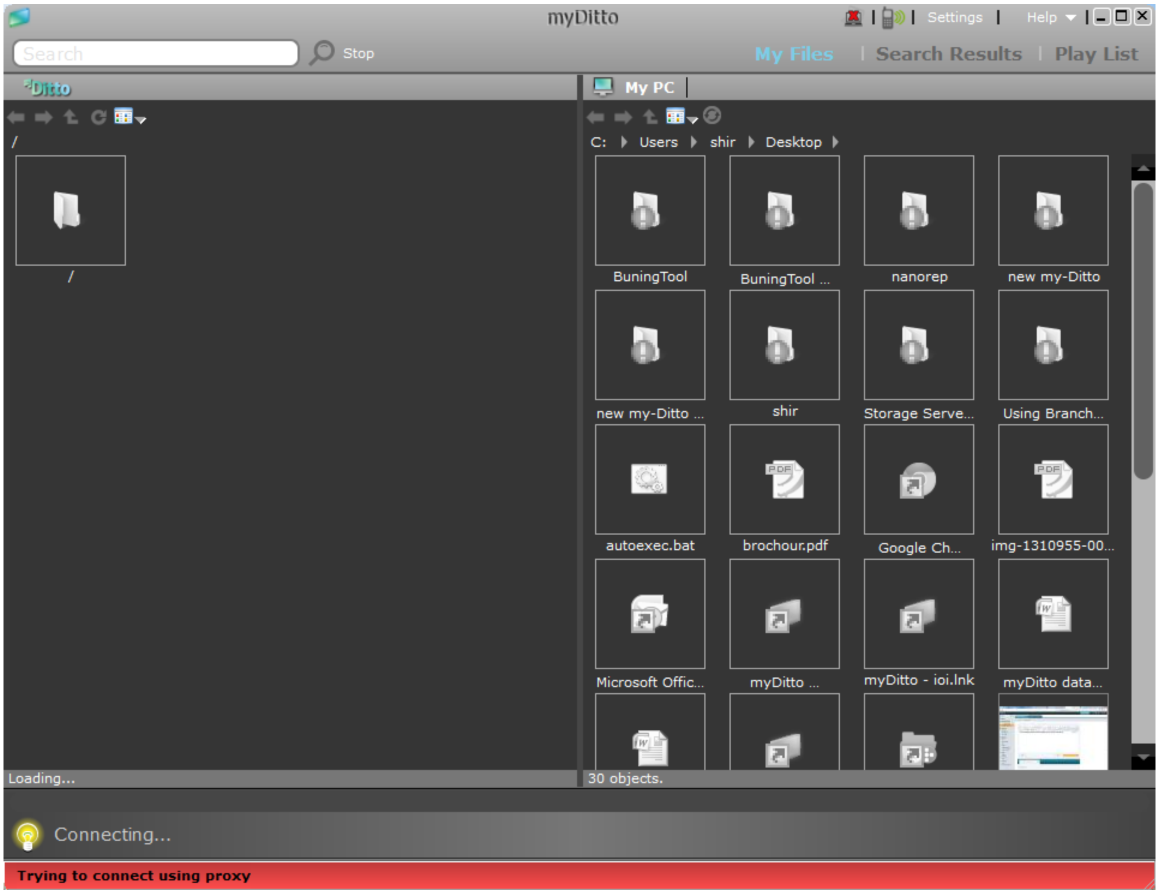
5. Click on edit.
6. Fill your proxy definitions an press OK



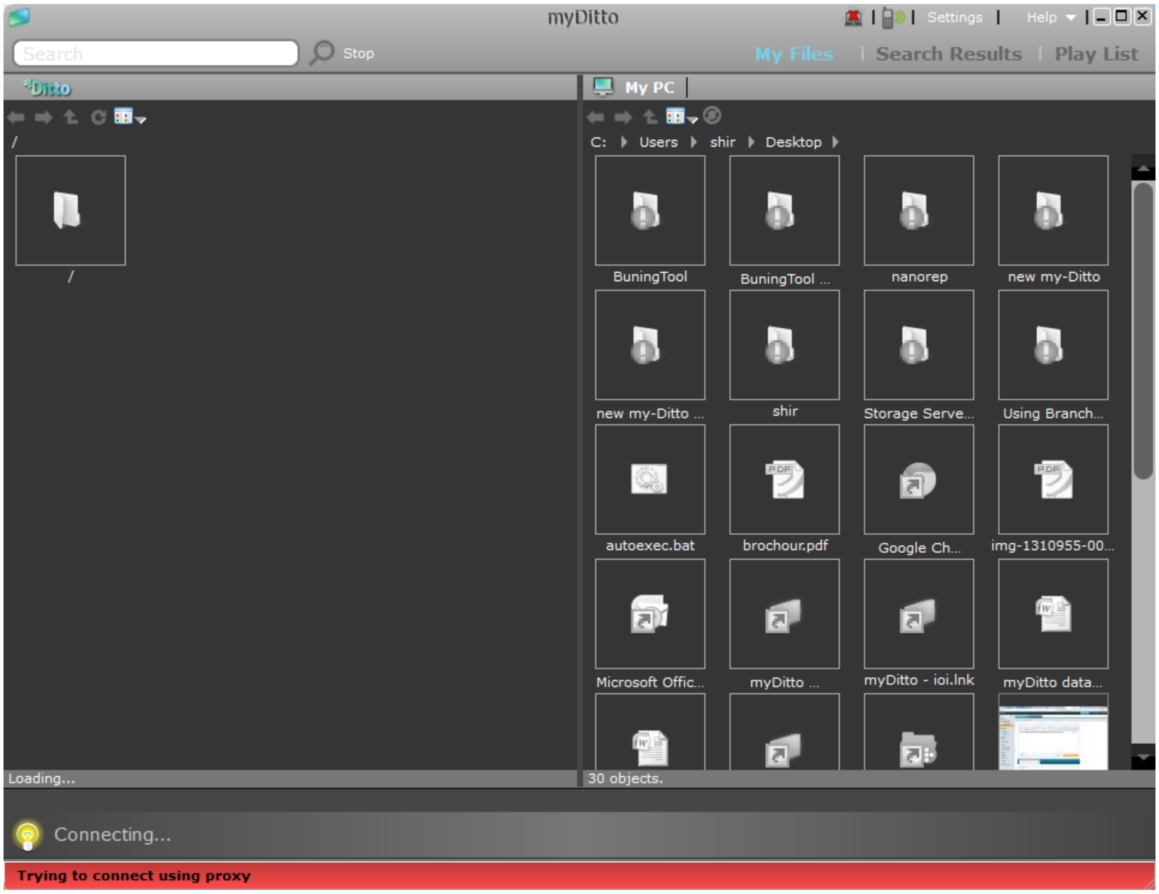
7. Now check the 'Use this proxy' box



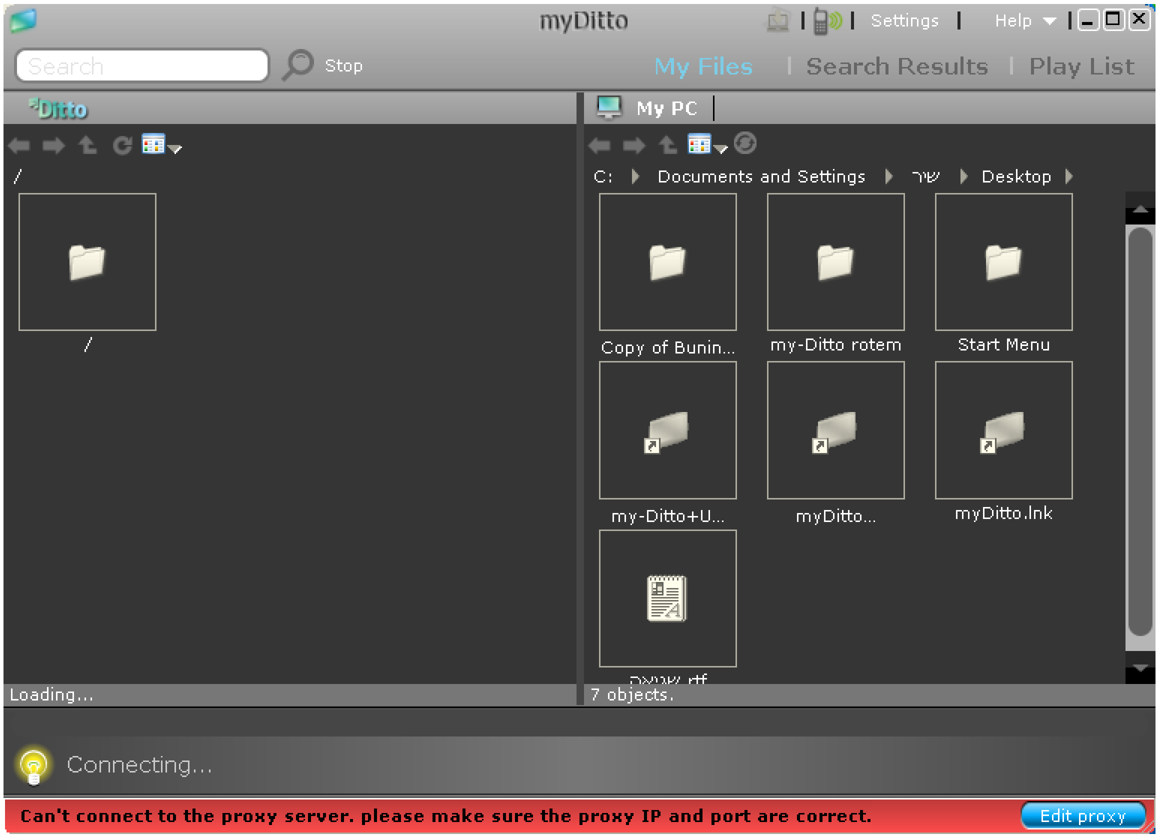
8. my-Ditto will try, from now on, to connect using that proxy. If you like my-Ditto NOT to use this definition Go to Settings-> Proxy and uncheck the 'Use this proxy' box.



9. This is it – you are connected!



10. If you are connecting with the same key from other location (not the same one as the my-Ditto connect to) and you don't need the proxy you will get this screen

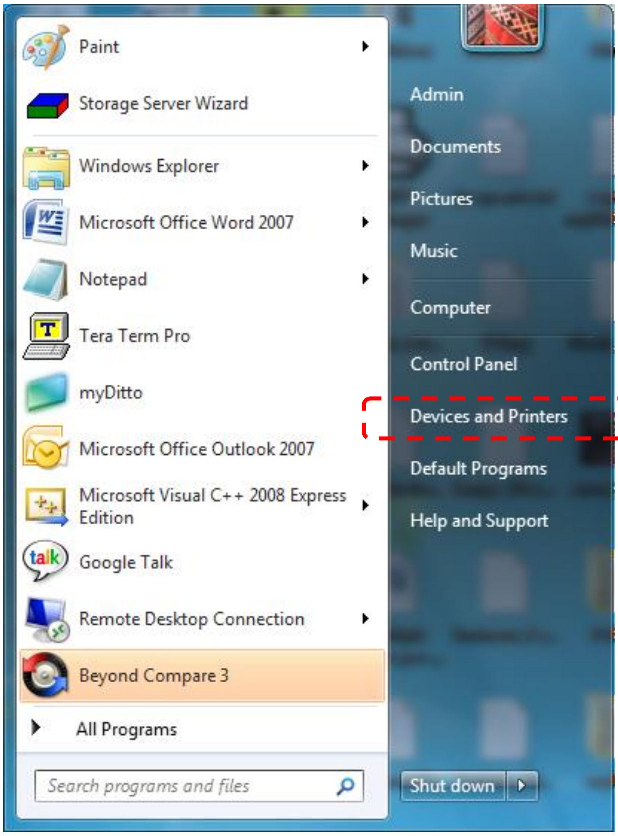


11. You simple need to uncheck the 'Use this proxy' box after clicking on the 'Edit proxy'

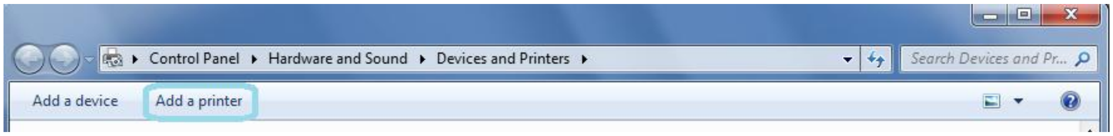
14.2 How to connect to my-Ditto Print Server from a Computer

14.2.1 Win 7:

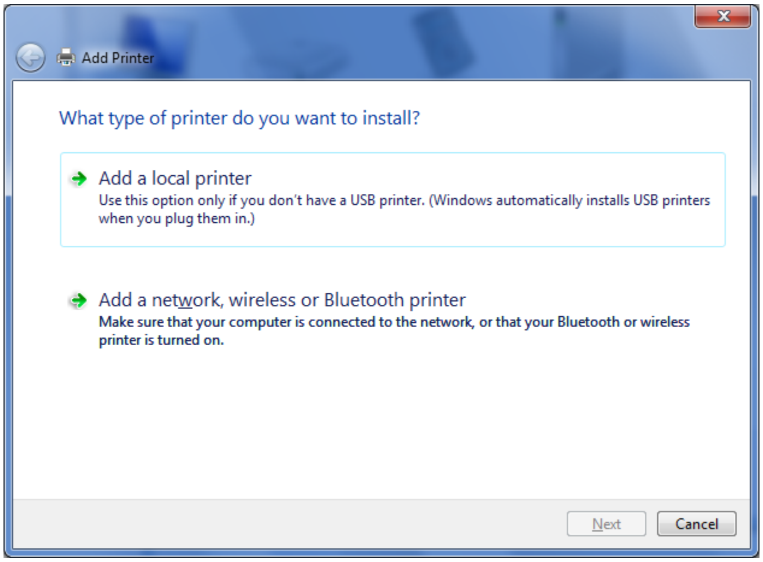
1. Go to start menu, Devices and printers



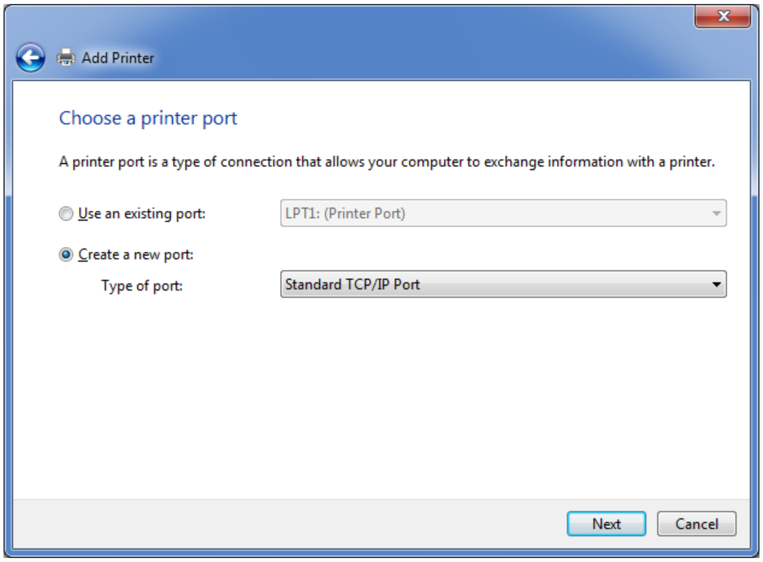
2. Click on "add a printer"



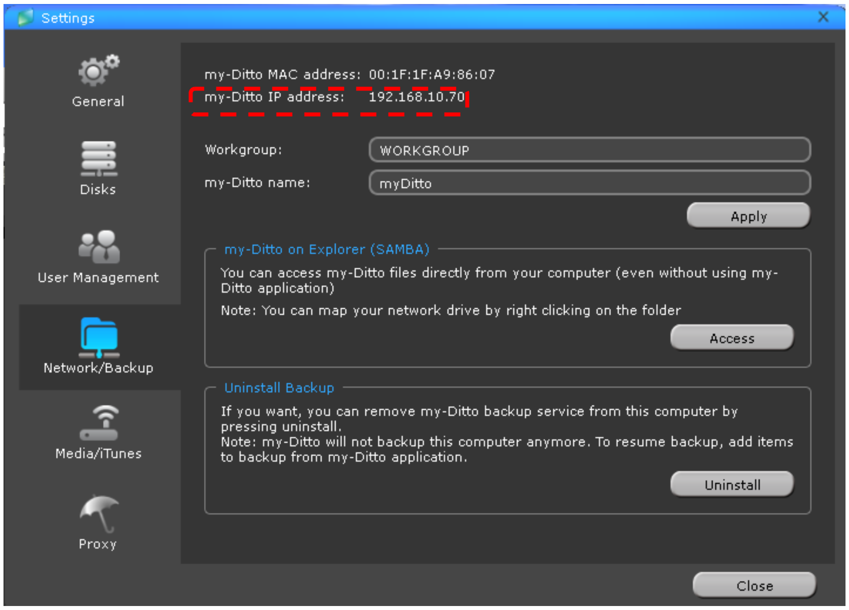
3. Click on "add a local printer"



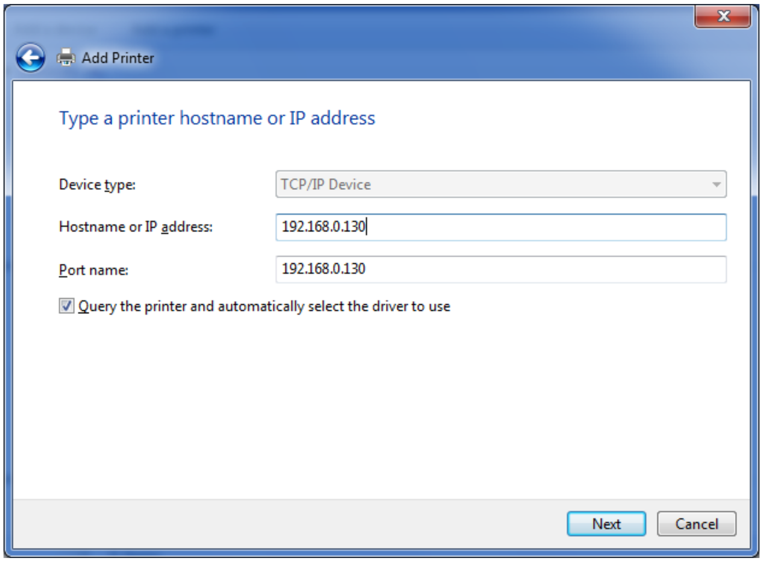
4. Choose the "Create a new port" option. At the type of port choose : Standard TCP/IP Port



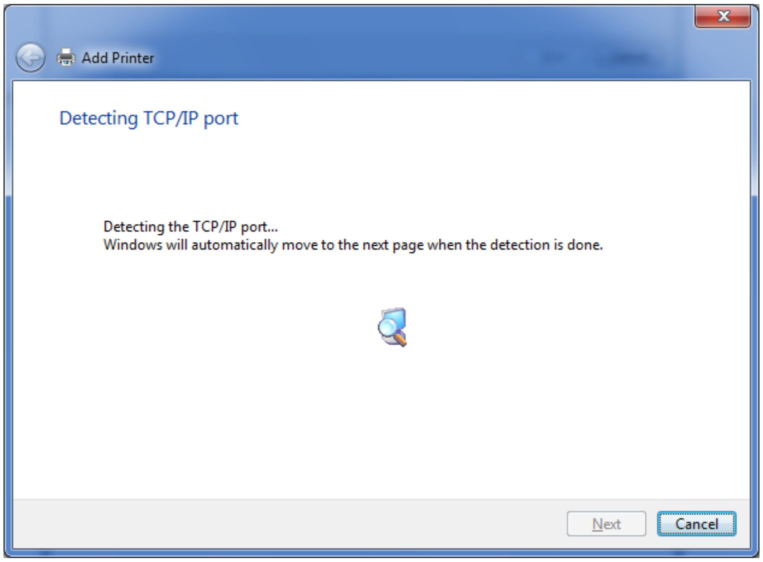
5. Search for my-Ditto IP address in “Settings” “Network/Backup”



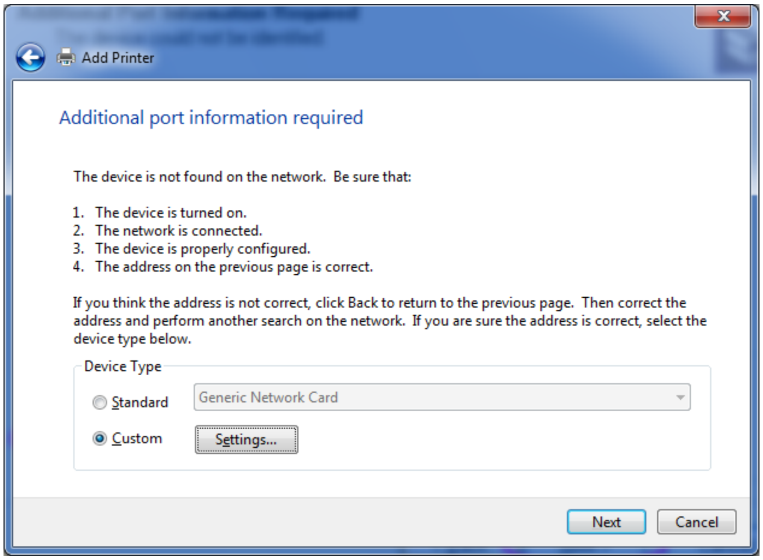
6. Set the "Hostname or IP address" to my-Ditto's IP Address* and check the check box



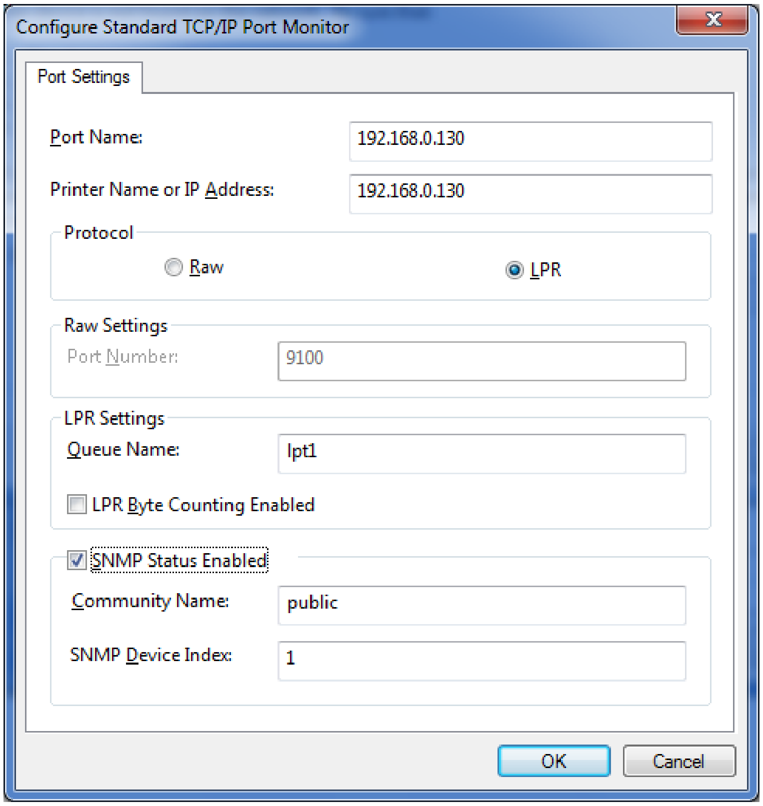
7. Wait until windows will detect the TCP/IP port.



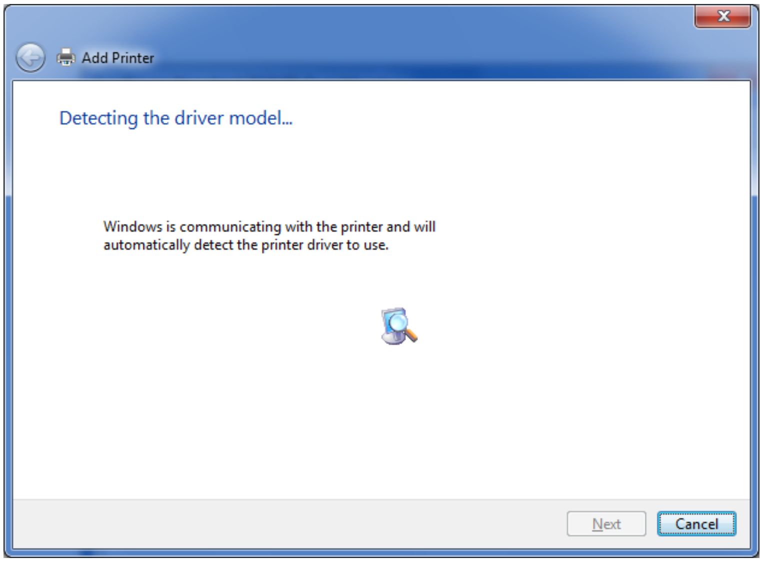
8. Check to Custom option and click on the "settings" button



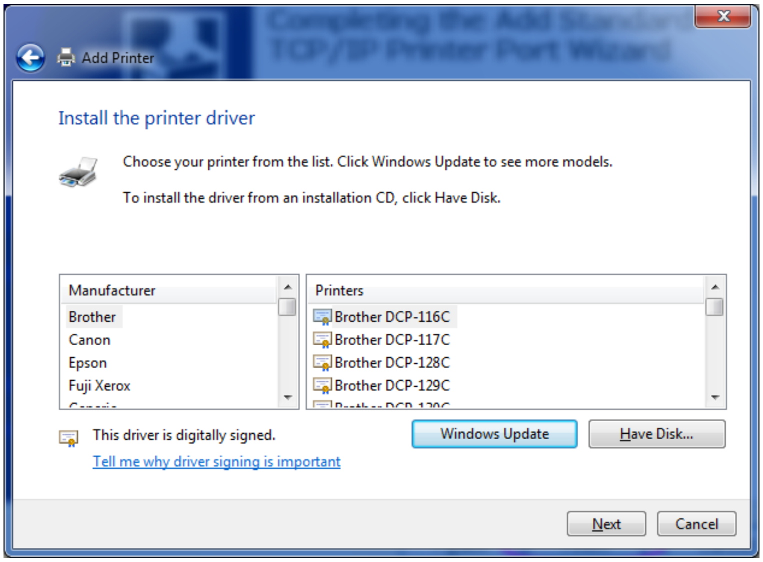
9. Choose the protocol to LPR, enter the Queue name to lpt1 and enable the SNMP option



10. Wait until windows will recognize the printer



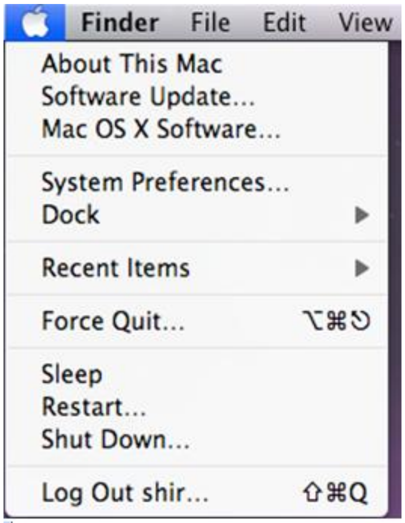
11. Install your printer



12. That's it!! You can start send printing jobs to the printer.

14.2.2 Mac 10.5.x OS:

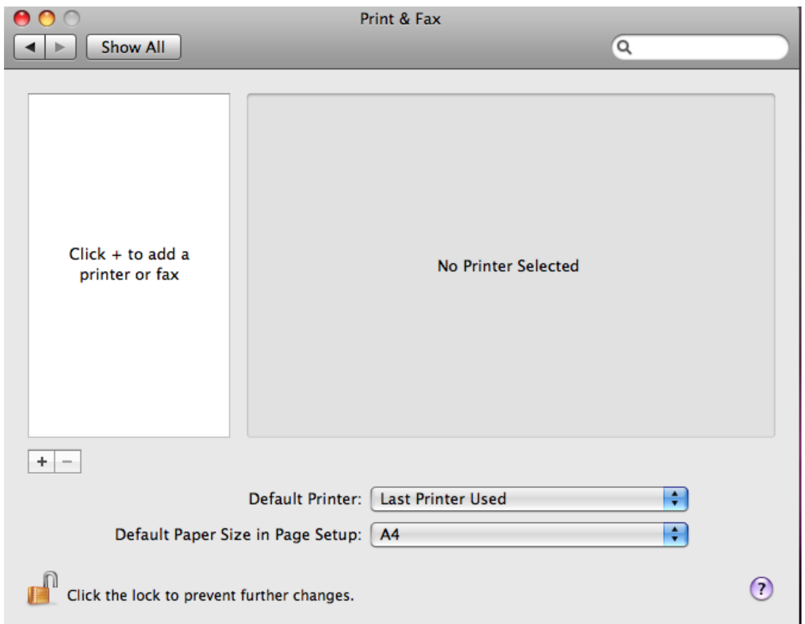
1. Enter the system preferences



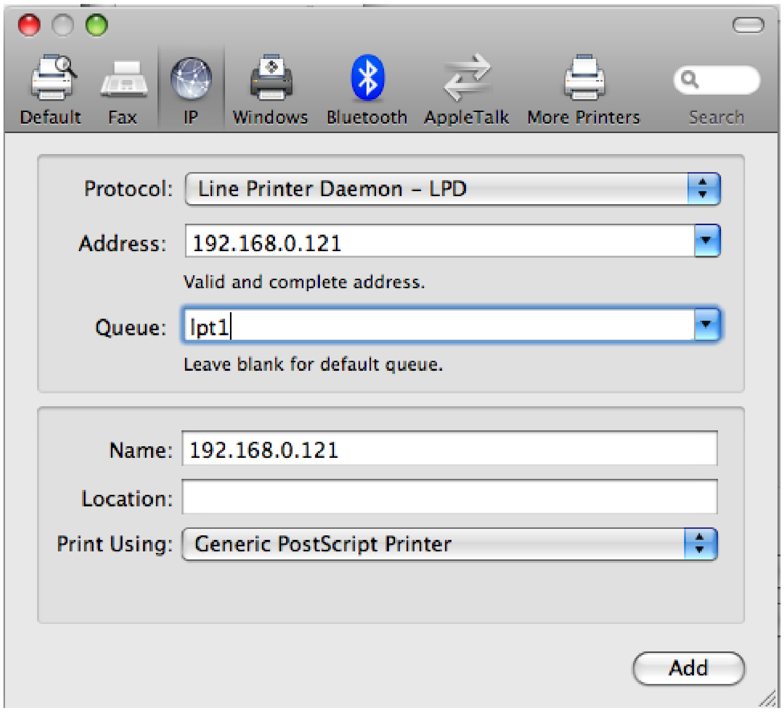
2. Go to “Print & Fax”



3. Press on the '+' icon



4. In the “IP Printer” screen, please configure as below:
   Protocol: Select LPD as the Protocol.
   IP Address: Set the address to myDitto’s IP Address*
   Queue: Set the queue name to lpt1.
   Name: You can select a name for the printer.
   Location: You can enter the location of the printer.
   Printer Using: Select the printer model that is attached to myDitto.

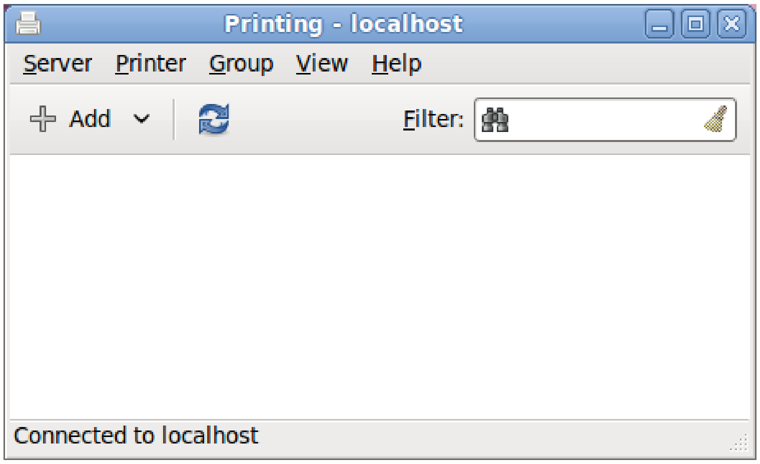


5. Press on the Add
6. That's it! You can start send printing jobs to the printer.

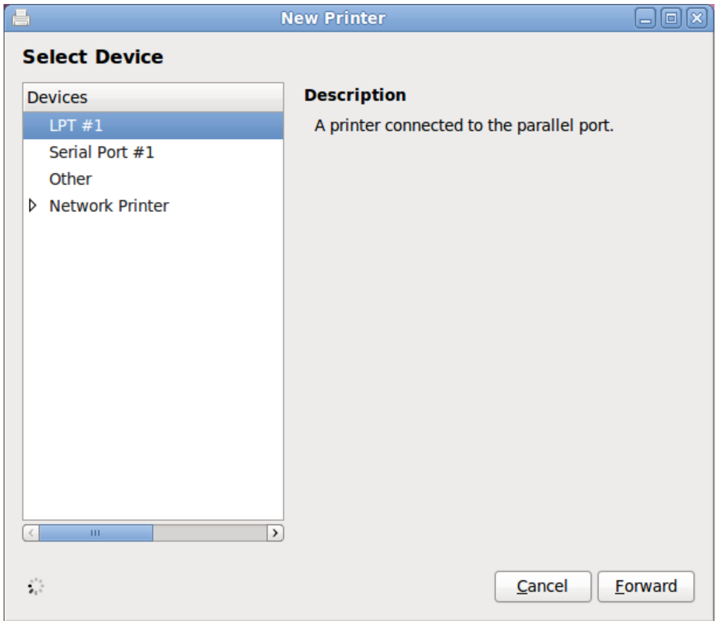
* You can get myDitto's IP Address from the General tab under the Advanced Settings. Find more information about myDitto's IP Address at Advanced Settings, in section 5.13, Advanced Settings– General, on page 44.

14.2.3 Ubuntu 10.4 LTS:

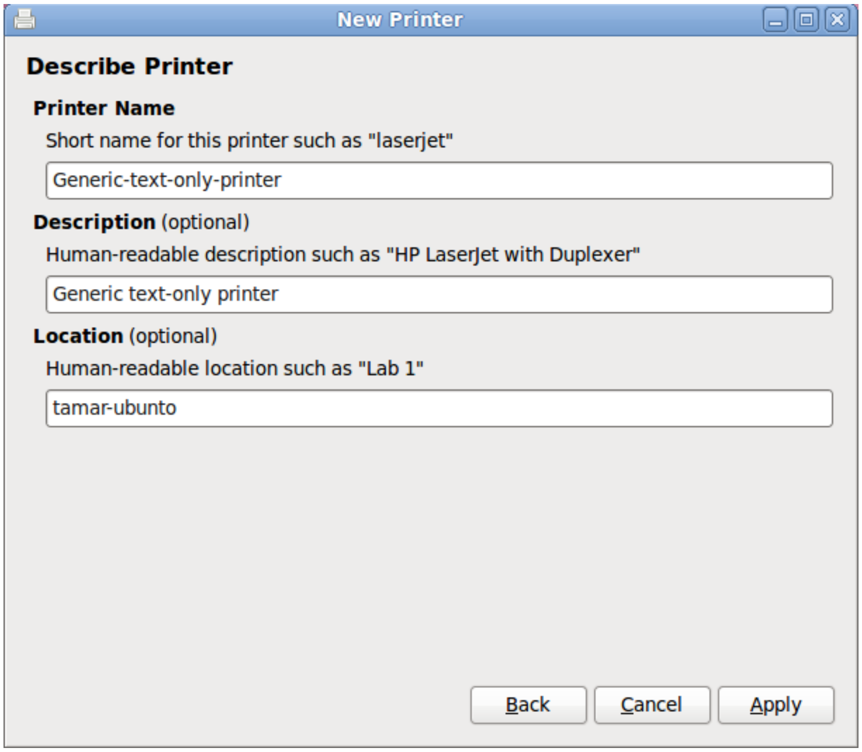
1. Go to system -> administration -> printing
2. Press on the Add button



3. Select the LPT #1 option



4. Install your printer



5. That's it!! You can start send printing jobs to the printer.

A - Copyright statement

B - Limited Warranty

Dane-Elec warrants that the Product, in the course of its normal use, will be free from defects in material and workmanship for a period of 1 (one) year, unless otherwise required by law, and will conform to Dane-Elec's specification. This limited warranty period shall commence on the purchase of the date appearing on your purchase receipt. Dane-Elec shall have no liability for any Product returned if Dane-Elec determines that Product was stolen from Dane-Elec or that the asserted defect a) is not present b) is attributable to misuse, improper installation, alteration (including removing or obliterating labels and opening and removing external enclosures including the mounting frame), accident or mishandling while in the possession of someone other than Dane-Elec.

Subject to the limitations specified above, your sole and exclusive warranty shall be, during the period of warranty specified above and at Dane-Elec's option, the repair or the replacement of the Product. The foregoing warranty shall extend to repaired and replaced Products for the balance of the applicable period of the original warranty.

The foregoing limited warranty is Dane-Elec's sole warranty and is applicable only to products sold as new. The remedies provided herein are in lieu of

a) Any and all other remedies and warranties, whether expressed, implied or statutory, included but not limited to any implied warranty or merchantability or fitness for a particular purpose and

b) Any and all obligations and liabilities of Dane-Elec for damages including, but not limited to accidental, consequential, or special damages, or any financial loss, profits or expenses, loss of data arising from or in connection with the purchase, use or performance of the Product.

The labels with the serial number on the product and its packaging are important guarantee information and should be presented in the event of any repairs. The company will not perform any repairs if these labels are damaged or illegible.

For technical reasons, the company reserves the right to modify the product's characteristics and presentation without prior notice to the users.

www.my-Ditto.com

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